



How to Create a Life Event Overview

The purpose of this Job Aid is to walk through the different life events that an employee can submit through the Employee Self-Service portal (ESS).

Birth, adoption, marriage, and divorce are currently the only life events employees will be able to initiate changes for through ESS. The Agency BA reviews the documentation once received and reverses enrollment if the event is not supported. All other life events will need to be initiated by the Agency BA when the employee requests changes and provides documentation.

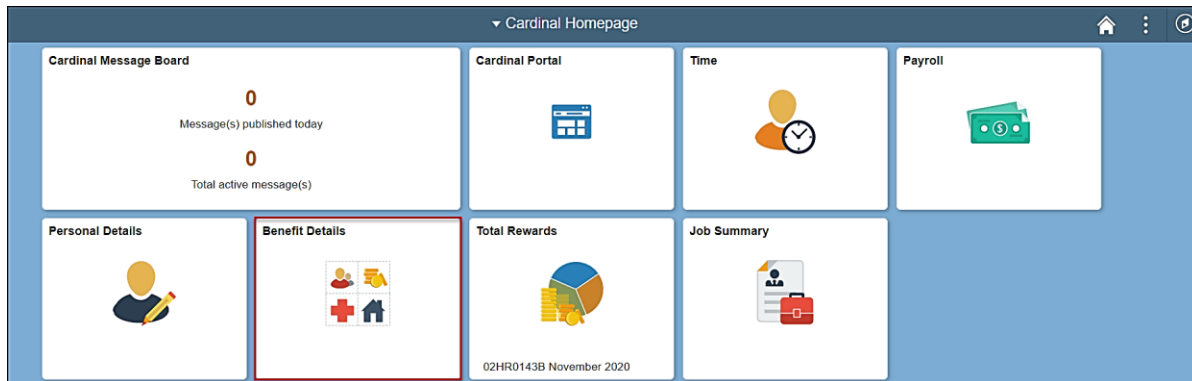
Table of Contents

Initiating ESS Life Events.....	2
Birth Life Event	4
Adoption Life Event.....	20
Marital Life Event	35
Divorce Life Event.....	53

Initiating ESS Life Events

1. Navigate to the **Cardinal Homepage**.

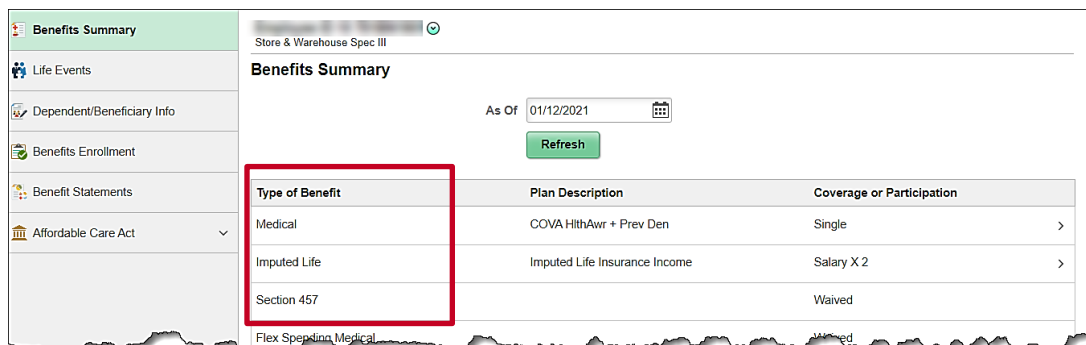
The **Cardinal Homepage** displays.



Note: Individual tile availability and placement is dependent upon individual user and security settings.

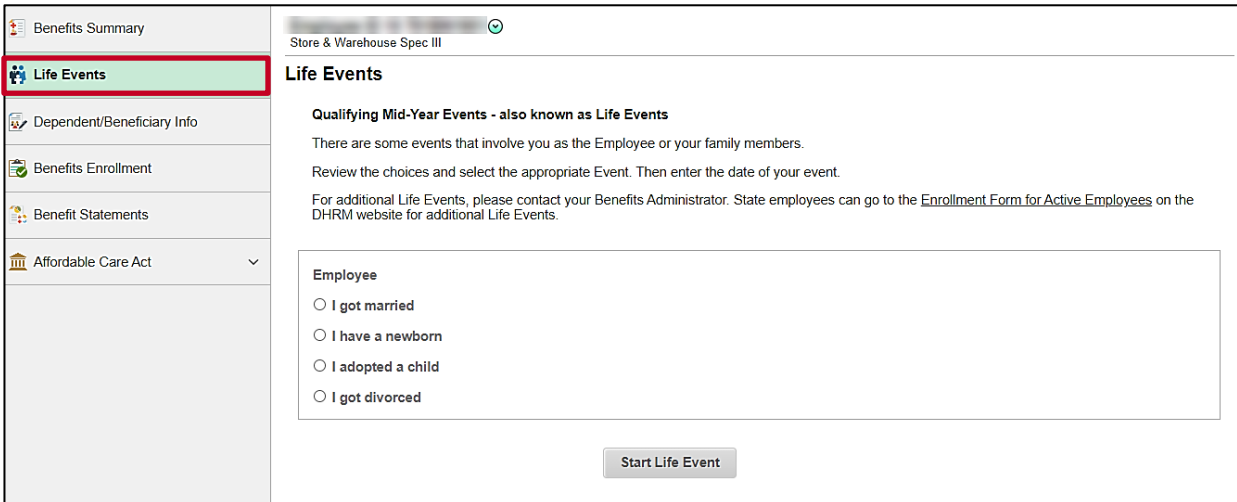
2. Click the **Benefit Details** tile.

The **Benefits Details** page displays with the **Benefits Summary** tab displayed by default.



3. Click the **Life Events** tab on the left side of the page.

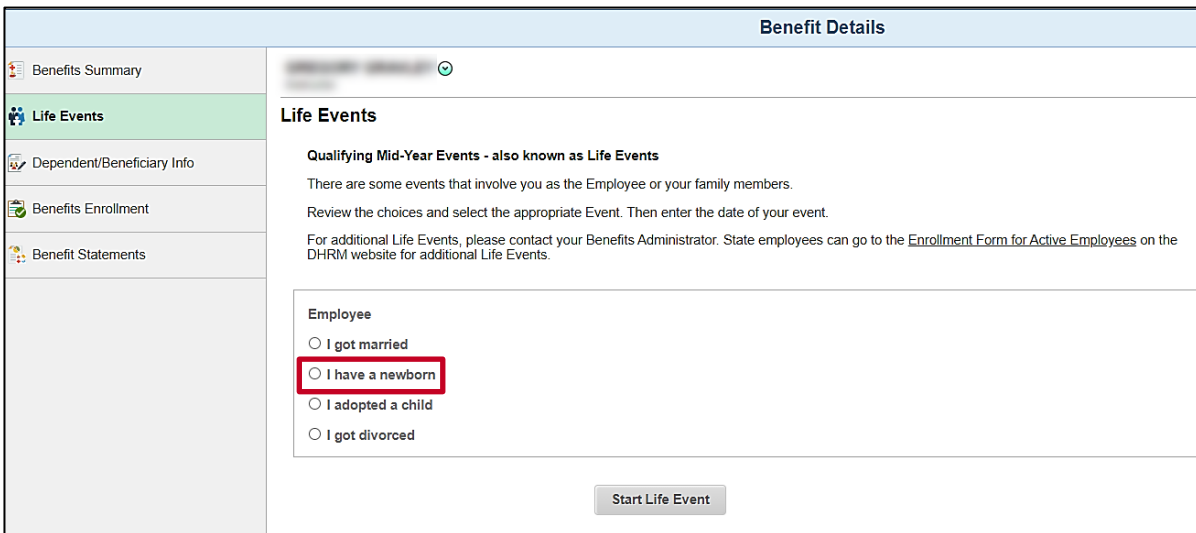
The **Life Events** tab displays.



The screenshot shows the Employee Self-Service interface. On the left is a navigation menu with the following items: Benefits Summary, Life Events (highlighted with a red box), Dependent/Beneficiary Info, Benefits Enrollment, Benefit Statements, and Affordable Care Act. The main content area is titled 'Life Events' and includes the following text: 'Qualifying Mid-Year Events - also known as Life Events', 'There are some events that involve you as the Employee or your family members.', 'Review the choices and select the appropriate Event. Then enter the date of your event.', and 'For additional Life Events, please contact your Benefits Administrator. State employees can go to the [Enrollment Form for Active Employees](#) on the DHRM website for additional Life Events.' Below this text is a section titled 'Employee' with four radio button options: 'I got married', 'I have a newborn', 'I adopted a child', and 'I got divorced'. At the bottom right of the main content area is a button labeled 'Start Life Event'.

Note: The remaining sections of this Job Aid begin at the **Life Events** tab (displayed above). Refer to the applicable section of this Job Aid based on the type of Life Event to continue.

Birth Life Event



Benefit Details

Benefits Summary

Life Events

Dependent/Beneficiary Info

Benefits Enrollment

Benefit Statements

Life Events

Qualifying Mid-Year Events - also known as Life Events

There are some events that involve you as the Employee or your family members.

Review the choices and select the appropriate Event. Then enter the date of your event.

For additional Life Events, please contact your Benefits Administrator. State employees can go to the [Enrollment Form for Active Employees](#) on the DHRM website for additional Life Events.

Employee

☐ I got married

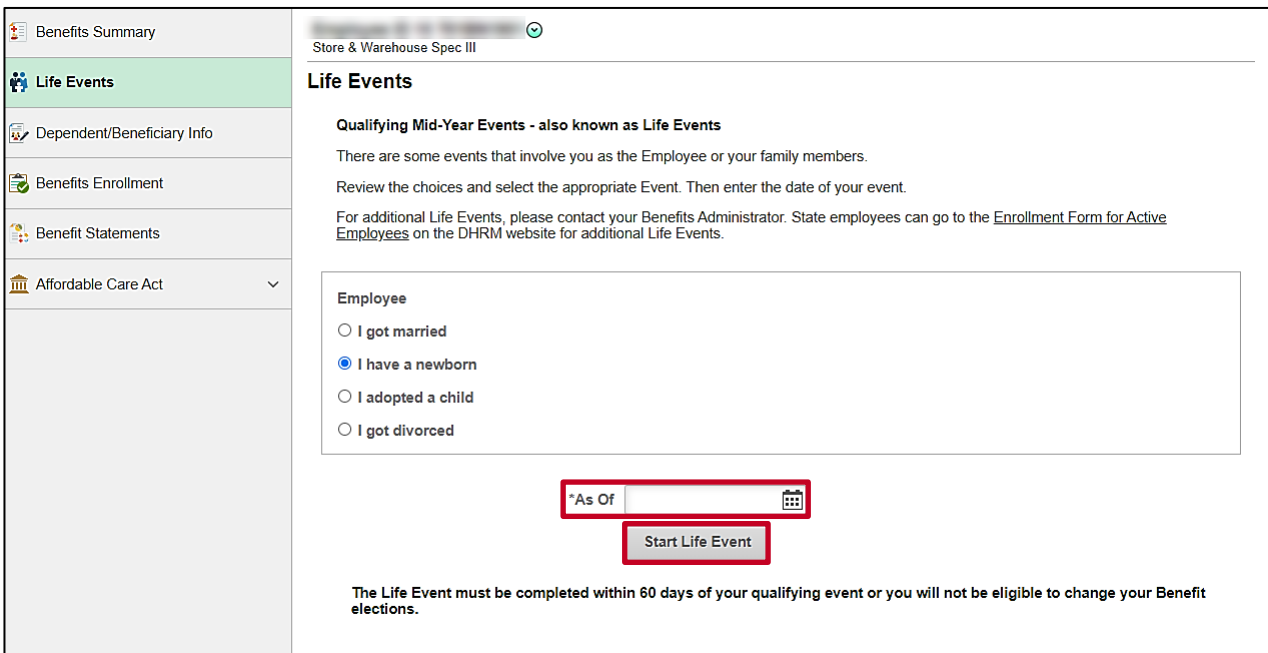
☒ I have a newborn

☐ I adopted a child

☐ I got divorced

Start Life Event

1. Click the **I have a newborn** radio button option.



Benefits Summary

Life Events

Dependent/Beneficiary Info

Benefits Enrollment

Benefit Statements

Affordable Care Act

Life Events

Qualifying Mid-Year Events - also known as Life Events

There are some events that involve you as the Employee or your family members.

Review the choices and select the appropriate Event. Then enter the date of your event.

For additional Life Events, please contact your Benefits Administrator. State employees can go to the [Enrollment Form for Active Employees](#) on the DHRM website for additional Life Events.


Employee

☐ I got married

☒ I have a newborn

☐ I adopted a child

☐ I got divorced

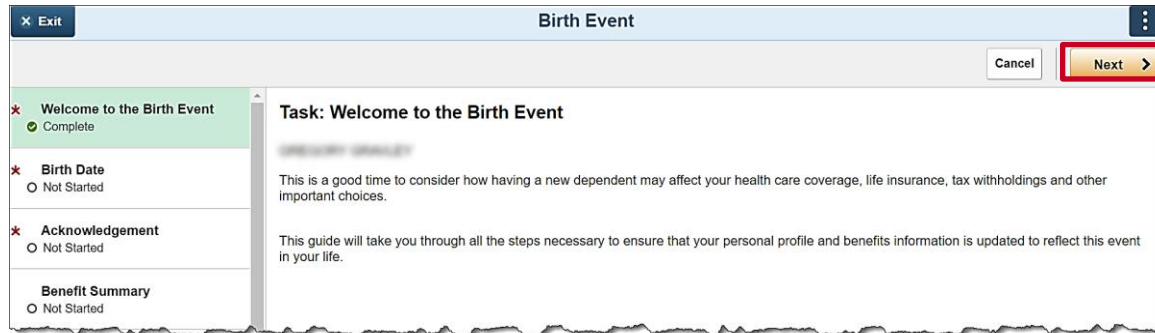
*As Of 

Start Life Event

The Life Event must be completed within 60 days of your qualifying event or you will not be eligible to change your Benefit elections.

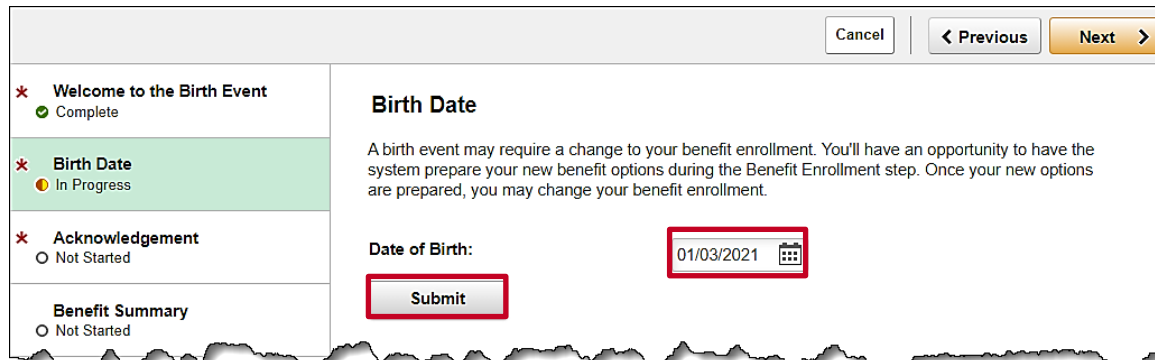
2. Select the child's date of birth using the **As Of Calendar** icon or by entering into the text field.
3. Click the **Start Life Event** button.

The **Birth Event** page displays.



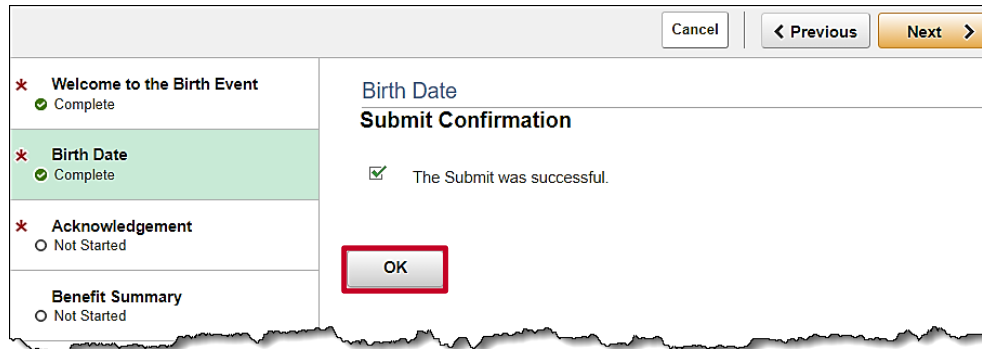
- Read through the **Welcome to the Birth Event** information and then click the **Next** button.

The **Birth Date** page displays.



- The **Date of Birth** field will default to the **As Of** date previously selected on the **Birth Events** page. Validate this is the child's accurate date of birth, and if required, update using the **Date of Birth Calendar** icon.
- Click the **Submit** button.

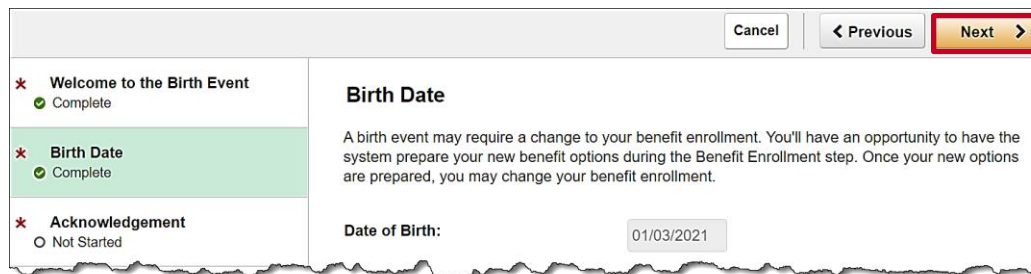
The **Submit Confirmation** page displays.



The screenshot shows a web interface with a sidebar on the left and a main content area. The sidebar contains four items: 'Welcome to the Birth Event' (Complete), 'Birth Date' (Complete), 'Acknowledgement' (Not Started), and 'Benefit Summary' (Not Started). The 'Birth Date' item is highlighted in green. The main content area has a title 'Birth Date' and a subtitle 'Submit Confirmation'. Below the subtitle, there is a green checkmark icon and the text 'The Submit was successful.' At the bottom of the main content area, there is a red-bordered 'OK' button. At the top right of the interface, there are three buttons: 'Cancel', '< Previous', and 'Next >'.

7. Click the **OK** button.

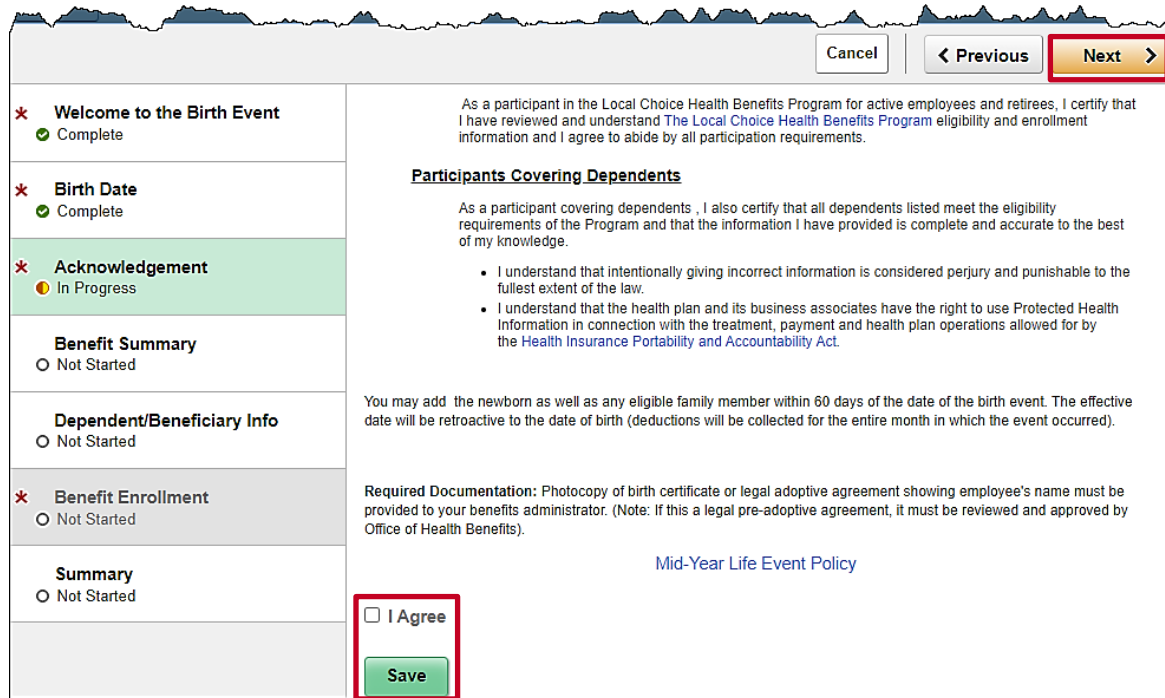
The **Birth Date** page redisplay.



The screenshot shows the 'Birth Date' page. The sidebar is the same as in the previous screenshot. The main content area has a title 'Birth Date' and a paragraph of text: 'A birth event may require a change to your benefit enrollment. You'll have an opportunity to have the system prepare your new benefit options during the Benefit Enrollment step. Once your new options are prepared, you may change your benefit enrollment.' Below this text, there is a label 'Date of Birth:' followed by a text input field containing '01/03/2021'. At the top right of the interface, there are three buttons: 'Cancel', '< Previous', and 'Next >'. The 'Next >' button is highlighted with a red border.

8. Click the **Next** button.

The **Acknowledgement** page displays.



Cancel | < Previous | **Next >**

*** Welcome to the Birth Event**
 Complete

*** Birth Date**
 Complete

*** Acknowledgement**
 In Progress

Benefit Summary
 Not Started

Dependent/Beneficiary Info
 Not Started

*** Benefit Enrollment**
 Not Started

Summary
 Not Started

As a participant in the Local Choice Health Benefits Program for active employees and retirees, I certify that I have reviewed and understand [The Local Choice Health Benefits Program](#) eligibility and enrollment information and I agree to abide by all participation requirements.

Participants Covering Dependents

As a participant covering dependents, I also certify that all dependents listed meet the eligibility requirements of the Program and that the information I have provided is complete and accurate to the best of my knowledge.

- I understand that intentionally giving incorrect information is considered perjury and punishable to the fullest extent of the law.
- I understand that the health plan and its business associates have the right to use Protected Health Information in connection with the treatment, payment and health plan operations allowed for by the [Health Insurance Portability and Accountability Act](#).

You may add the newborn as well as any eligible family member within 60 days of the date of the birth event. The effective date will be retroactive to the date of birth (deductions will be collected for the entire month in which the event occurred).

Required Documentation: Photocopy of birth certificate or legal adoptive agreement showing employee's name must be provided to your benefits administrator. (Note: If this is a legal pre-adoptive agreement, it must be reviewed and approved by Office of Health Benefits).

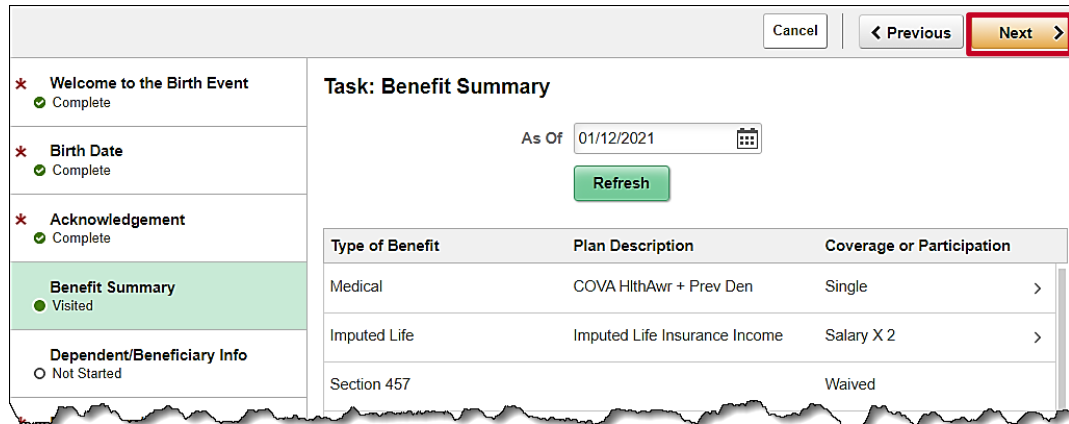
[Mid-Year Life Event Policy](#)

☐ I Agree

Save

- Read through the **Health Plan Acknowledgement** information (scroll up and/or down, as required) and then select the **I Agree** checkbox option.
- Click the **Save** button.
- Click the **Next** button.

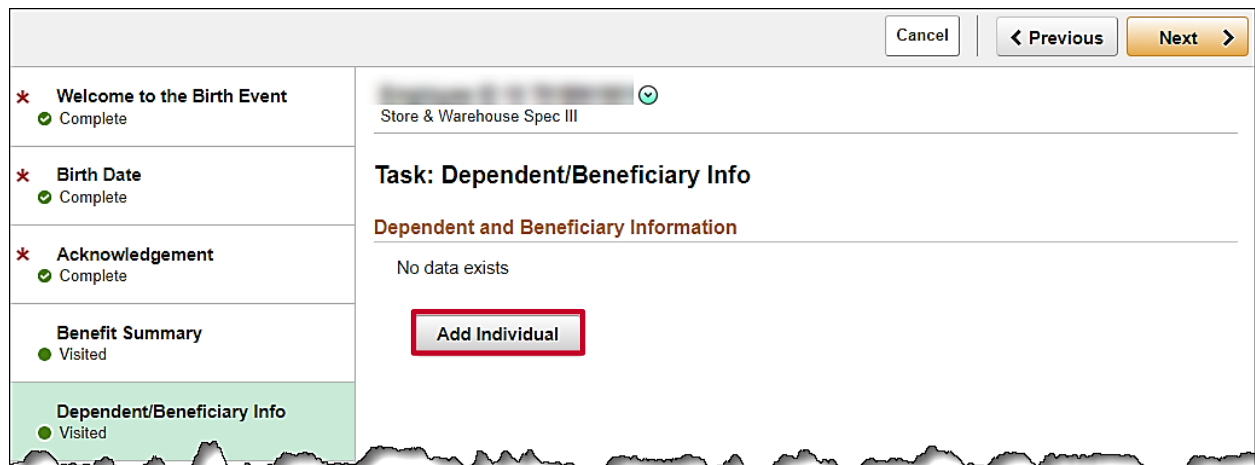
The **Benefit Summary** page displays.



Type of Benefit	Plan Description	Coverage or Participation
Medical	COVA HlthAwr + Prev Den	Single >
Imputed Life	Imputed Life Insurance Income	Salary X 2 >
Section 457		Waived

12. Click the **Next** button.

The **Dependent/Beneficiary Info** page displays.



Task: Dependent/Beneficiary Info

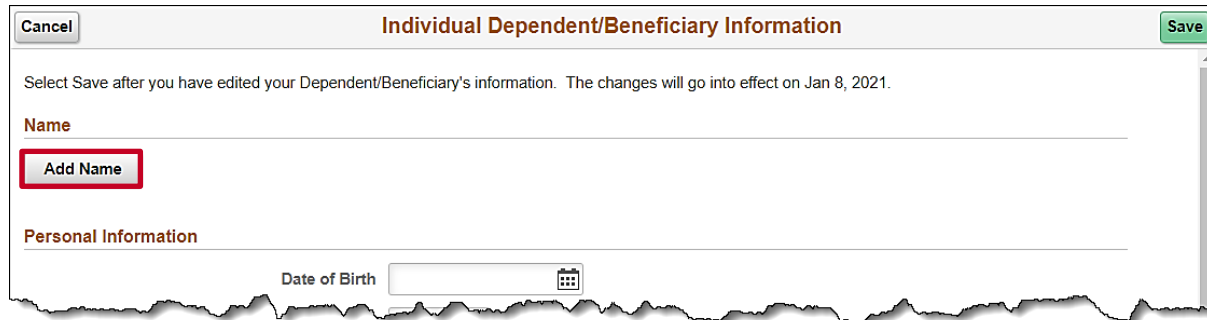
Dependent and Beneficiary Information

No data exists

Add Individual

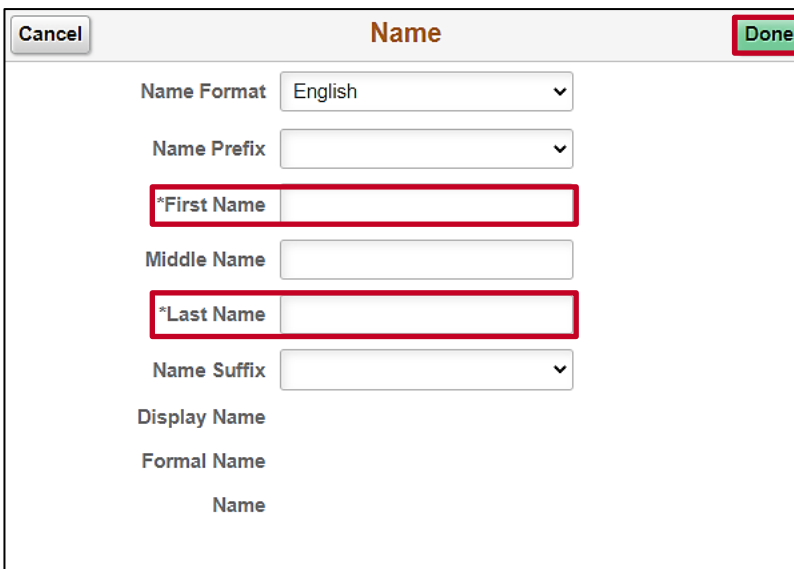
13. Click the **Add Individual** button to submit the personal information for the child being added.

The **Individual Dependent/Beneficiary Information** page displays.



14. Click the **Add Name** button.

The **Name** page displays in a pop-up window.

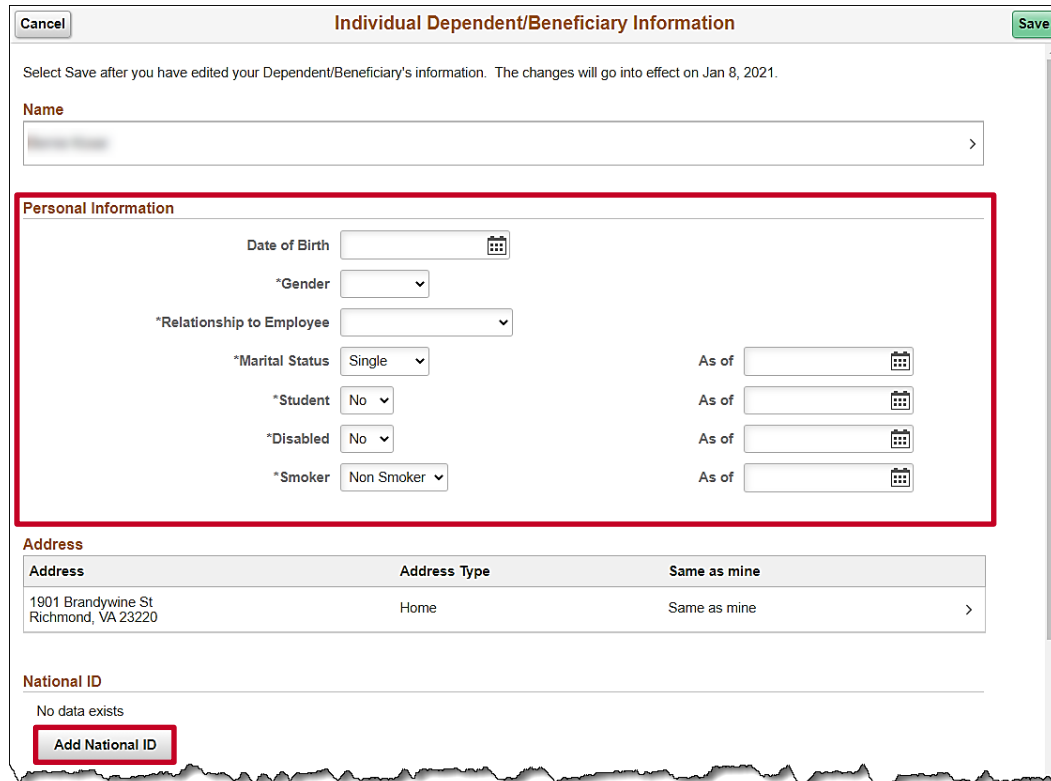


15. Enter the child's first and last name in the corresponding fields.

Note: Optionally add the child's name prefix, middle name, or name suffix, as applicable.

16. Click the **Done** button.

The **Individual Dependent/Beneficiary Information** page returns.



Individual Dependent/Beneficiary Information

Select Save after you have edited your Dependent/Beneficiary's information. The changes will go into effect on Jan 8, 2021.

Name

Personal Information

Date of Birth

*Gender

*Relationship to Employee

*Marital Status Single

*Student No

*Disabled No

*Smoker Non Smoker

As of

As of

As of

As of

Address

Address	Address Type	Same as mine
1901 Brandywine St Richmond, VA 23220	Home	Same as mine

National ID

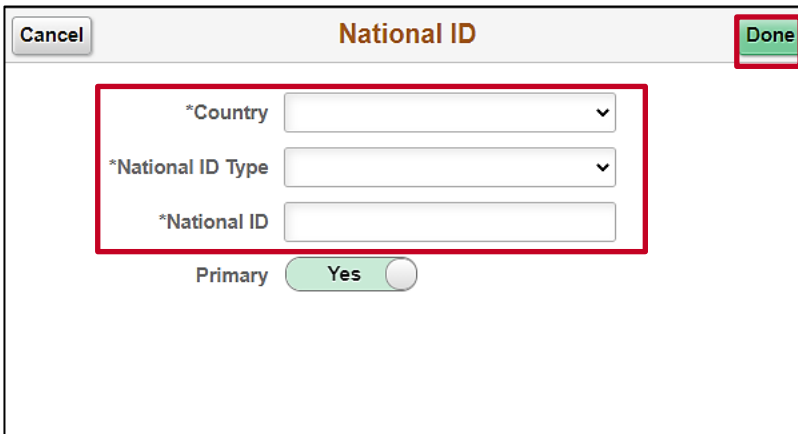
No data exists

Add National ID

17. Within the **Personal Information** section, complete the **Date of Birth**, **Gender**, and **Relationship to Employee** fields.
18. Click the **Add National ID** button.

Note: If the child has not received a National ID Number at the time of enrollment, skip to step 21 and update when the information becomes available.

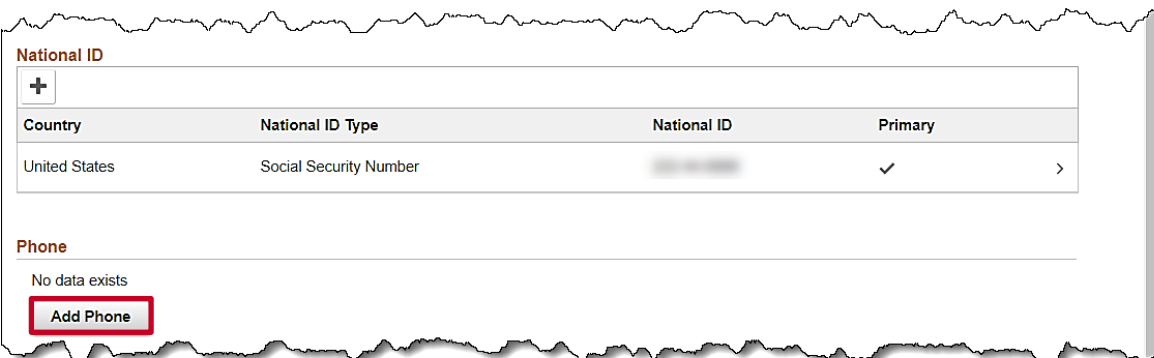
The **National ID** page displays in a pop-up window.



19. Complete the **Country**, **National ID Type**, and **National ID** fields for the child.

20. Click the **Done** button.

The **Individual Dependent/Beneficiary Information** page returns.



Country	National ID Type	National ID	Primary
United States	Social Security Number	[redacted]	✓

21. Click the **Add Phone** button.

The **Phone Number** page displays in a pop-up window.



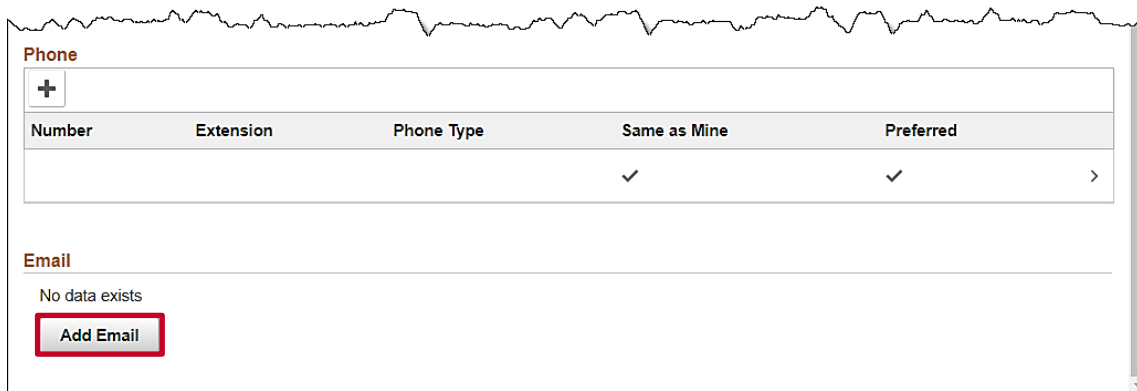
A pop-up window titled "Phone Number" with a "Cancel" button on the left and a "Done" button on the right. The window contains the following fields:

- Same as mine:** A radio button group with "No" selected. This entire group is highlighted with a red rectangle.
- Type:** A dropdown menu.
- Number:** A text input field.
- Extension:** A text input field.
- Preferred:** A radio button group with "Yes" selected.

22. Select **"Yes"** for the **Same as mine** field.

23. Click the **Done** button.

The **Individual Dependent/Beneficiary Information** page returns.

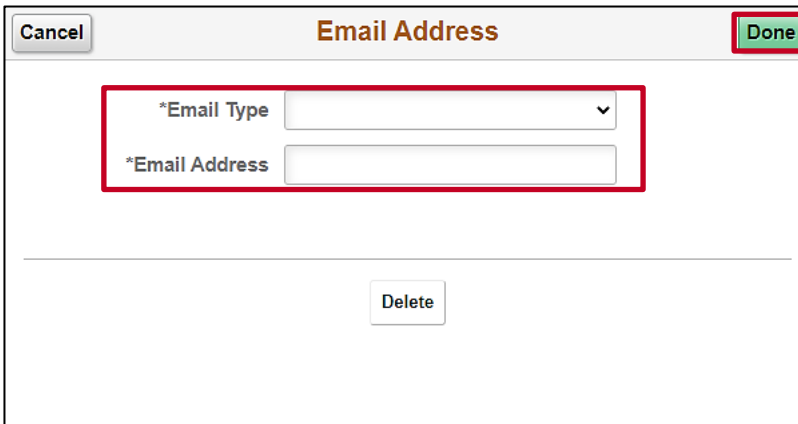


The "Individual Dependent/Beneficiary Information" page shows a "Phone" section with a "+" button and a table. Below the table is an "Email" section with the text "No data exists" and an "Add Email" button, which is highlighted with a red rectangle.

Number	Extension	Phone Type	Same as Mine	Preferred
			✓	✓

24. Click the **Add Email** button.

The **Email Address** page displays in a pop-up window.

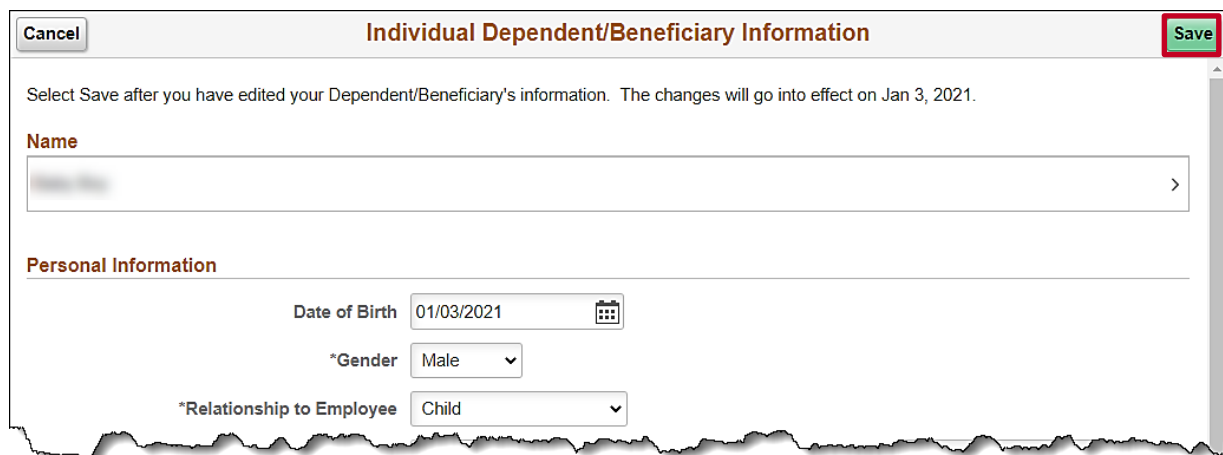


The screenshot shows a pop-up window titled "Email Address". At the top left is a "Cancel" button, and at the top right is a "Done" button. The main area contains two required fields: "*Email Type" (a dropdown menu) and "*Email Address" (a text input field). These two fields are enclosed in a red rectangular box. Below these fields is a "Delete" button.

25. Select the Email type and enter the applicable Email Address using the corresponding fields.

26. Click the **Done** button.

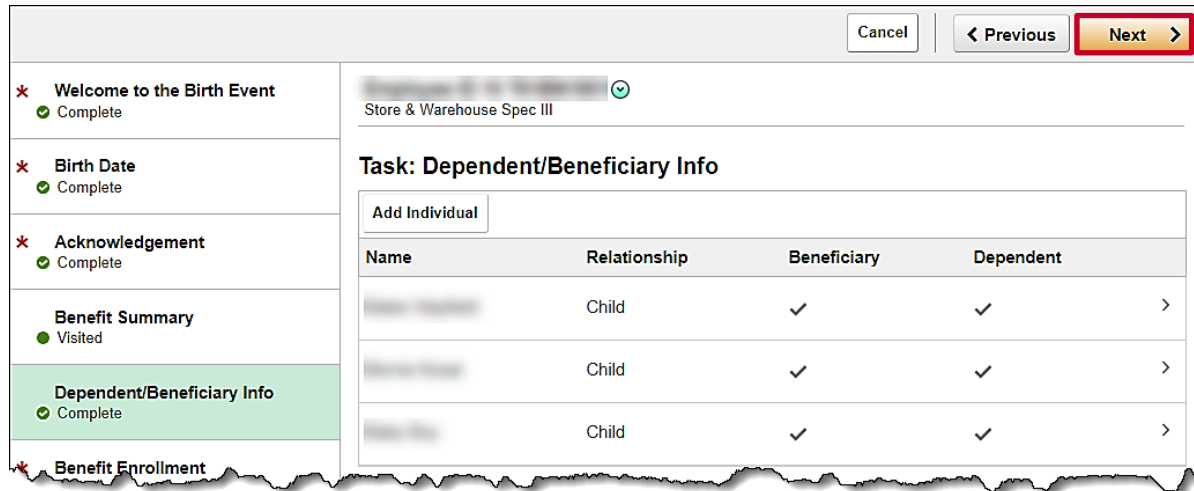
The **Individual Dependent/Beneficiary Information** page returns.



The screenshot shows a pop-up window titled "Individual Dependent/Beneficiary Information". At the top left is a "Cancel" button, and at the top right is a "Save" button. Below the title bar, there is a message: "Select Save after you have edited your Dependent/Beneficiary's information. The changes will go into effect on Jan 3, 2021." The form is divided into sections. The "Name" section has a text input field with a right-pointing arrow. The "Personal Information" section contains three fields: "Date of Birth" (a date picker showing 01/03/2021), "*Gender" (a dropdown menu showing "Male"), and "*Relationship to Employee" (a dropdown menu showing "Child").

27. Click the **Save** button.

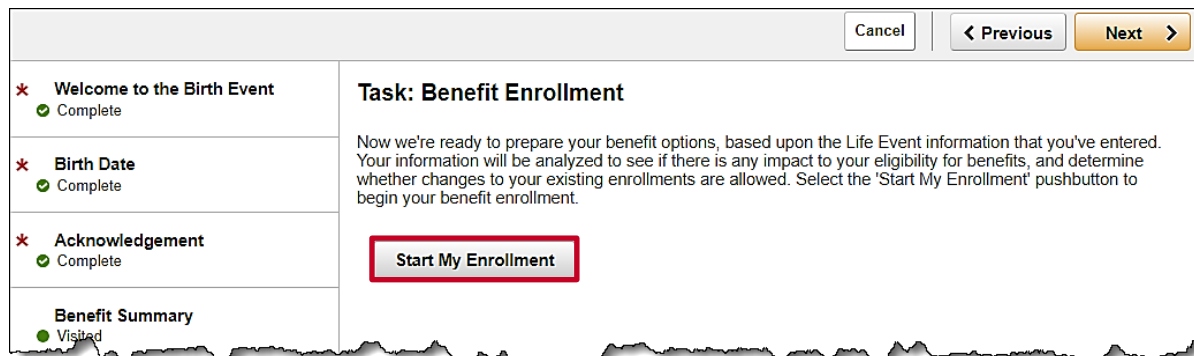
The **Dependent/Beneficiary Info** page returns.



Name	Relationship	Beneficiary	Dependent
[Redacted]	Child	✓	✓
[Redacted]	Child	✓	✓
[Redacted]	Child	✓	✓

28. Review the information to ensure your child was added and then click the **Next** button.

The **Benefit Enrollment** page displays.



Task: Benefit Enrollment

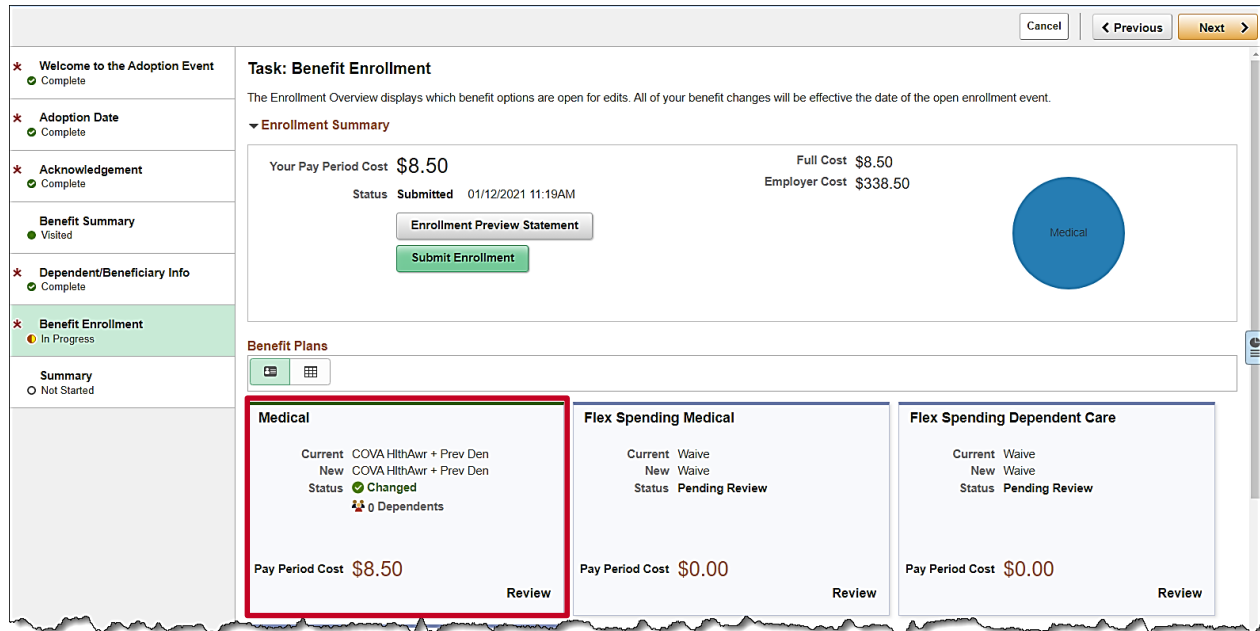
Now we're ready to prepare your benefit options, based upon the Life Event information that you've entered. Your information will be analyzed to see if there is any impact to your eligibility for benefits, and determine whether changes to your existing enrollments are allowed. Select the 'Start My Enrollment' pushbutton to begin your benefit enrollment.

Start My Enrollment

Note: After an employee submits the personal information for their Dependent, the Benefits Administrator will contact the employee directly for any additional information or documentation needed to complete the Birth Event (i.e. Birth Certificate).

29. Click the **Start My Enrollment** button.

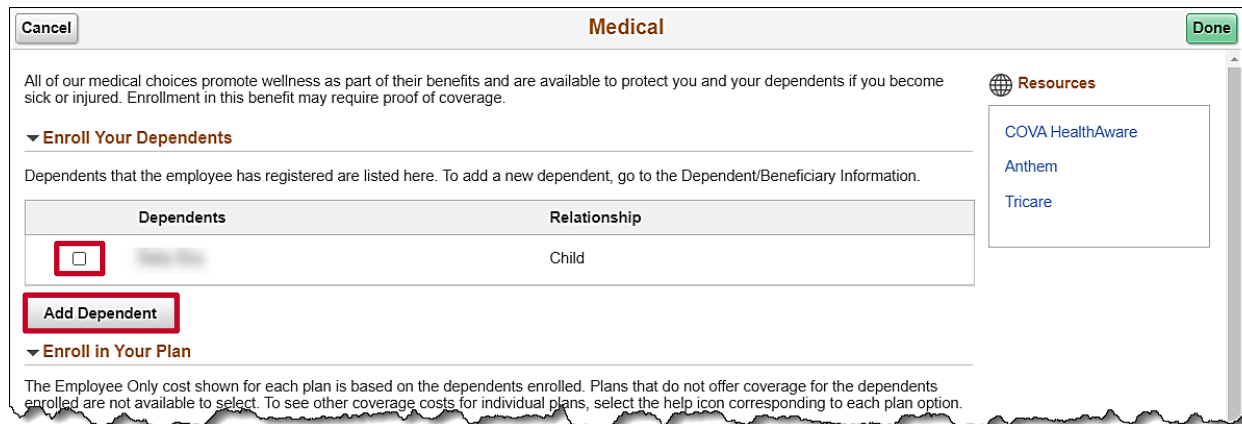
The **Benefit Enrollment** page refreshes.



30. Click the **Medical** tile.

Note: The **Medical** tile enables employees to change their medical coverage from “Single” to any applicable coverage that includes a dependent.

The **Medical** page displays.



31. Within the **Enroll Your Dependents** section, select the checkbox option for the child being added.

32. Click the **Add Dependent** button.



Employee Self-Service Job Aid

ESS How to Create a Life Event

The **Dependent and Beneficiary Information** page displays.

Name	Relationship	Beneficiary	Dependent
[Redacted]	Child	✓	✓

33. Click the **X (Close)** button to close the page.

The **Medical** page returns with the checkbox next to the newly enrolled Dependent selected.

All of our medical choices promote wellness as part of their benefits and are available to protect you and your dependents if you become sick or injured. Enrollment in this benefit may require proof of coverage.

▼ **Enroll Your Dependents**

Dependents that the employee has registered are listed here. To add a new dependent, go to the Dependent/Beneficiary Information.

Dependents	Relationship
<input checked="" type="checkbox"/> [Redacted]	Child

Add Dependent

▼ **Enroll in Your Plan**

The Employee + Child(ren) cost shown for each plan is based on the dependents enrolled. Plans that do not offer coverage for the dependents enrolled are not available to select. To see other coverage costs for individual plans, select the help icon corresponding to each plan option.

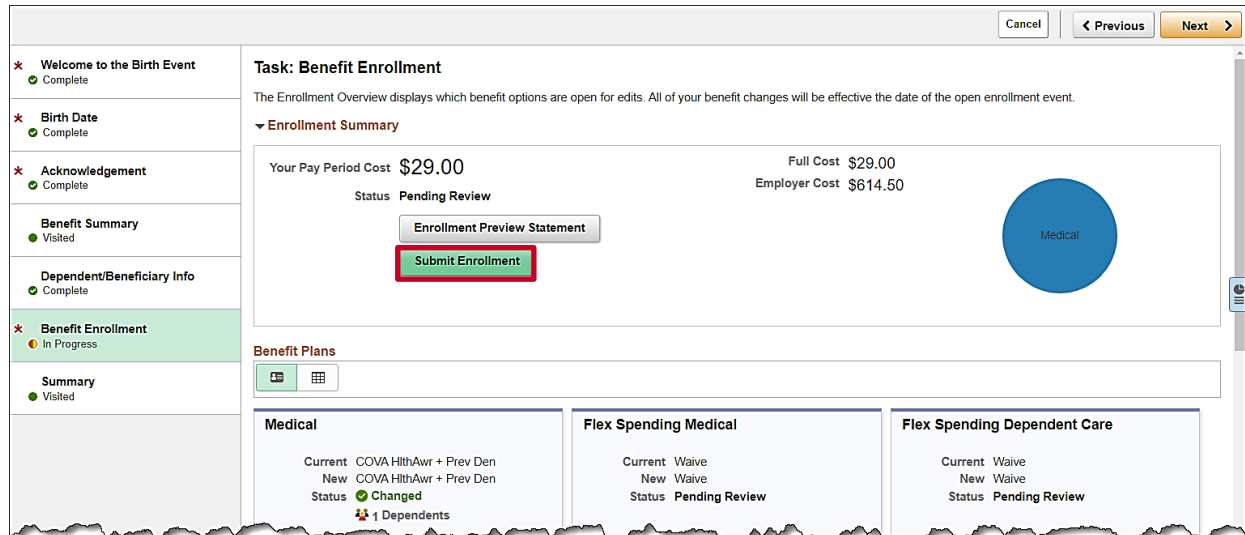
Plan Name	Cost (Before Tax)	Cost (After Tax)	Employer Cost	Pay Period Cost
<input type="button" value="Select"/> Waive				\$0.00
<input checked="" type="checkbox"/> COVA HlthAw + Prev Den <input type="button" value="i"/>	\$29.00		\$614.50	\$29.00
<input type="button" value="Select"/> COVA HlthAw + Exp Den&Vis <input type="button" value="i"/>	\$68.00		\$614.50	\$68.00
<input type="button" value="Select"/> COVA HlthAw + Exp Den <input type="button" value="i"/>	\$57.50		\$614.50	

Resources

- COVA HealthAware
- Anthem
- Tricare

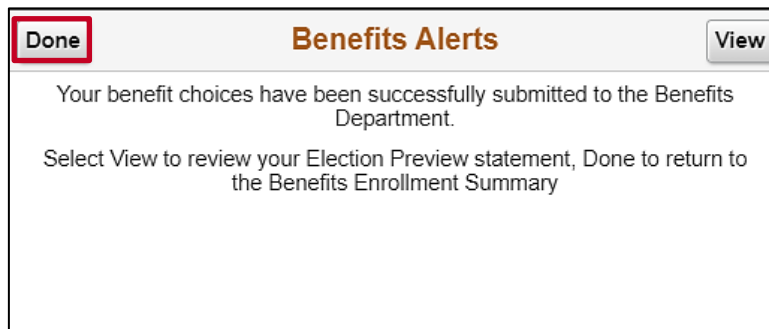
34. Click the **Done** button in the upper right-hand corner of the page.

The updated **Benefit Enrollment** page returns.



35. Click the **Submit Enrollment** button.

The **Benefits Alerts** page displays in a pop-up window.



36. Click the **Done** button.



Employee Self-Service Job Aid

ESS How to Create a Life Event

The **Benefit Enrollment** page returns.

The screenshot displays the 'Benefit Enrollment' page. On the left is a sidebar with a list of steps: 'Welcome to the Birth Event' (Complete), 'Birth Date' (Complete), 'Acknowledgement' (Complete), 'Benefit Summary' (Visited), 'Dependent/Beneficiary Info' (Complete), 'Benefit Enrollment' (Complete), and 'Summary' (Visited). The 'Benefit Enrollment' step is highlighted in green. The main content area is titled 'Task: Benefit Enrollment' and includes a description: 'The Enrollment Overview displays which benefit options are open for edits. All of your benefit changes will be effective the date of the open enrollment event.' Below this is an 'Enrollment Summary' section showing 'Your Pay Period Cost \$29.00', 'Full Cost \$29.00', and 'Employer Cost \$614.50'. The status is 'Submitted' on '01/12/2021 11:05PM'. There are buttons for 'Enrollment Preview Statement' and 'Submit Enrollment'. A blue circle labeled 'Medical' is also present. At the bottom, there are three tiles for 'Benefit Plans': 'Medical' (Current: COVA HlthAwrr + Prev Den, New: COVA HlthAwrr + Prev Den, Status: Changed, 1 Dependents), 'Flex Spending Medical' (Current: Waive, New: Waive, Status: Pending Review), and 'Flex Spending Dependent Care' (Current: Waive, New: Waive, Status: Pending Review).

Note: To update Flex Spending deductions, click on the **Flexible Spending Medical Tile** and update the Annual Pledge Amount. For further information on updating the benefit enrollment information, see the Job Aid titled **BN361 Enrollment Steps for an Employee**. This Job Aid is located on the Cardinal website in **Job Aids** under **Training**.

37. Click the **Next** button.



Employee Self-Service Job Aid

ESS How to Create a Life Event

The **Summary** page displays.

Cancel

< Previous

✱ Welcome to the Birth Event

● Complete

✱ Birth Date

● Complete

✱ Acknowledgement

● Complete

Benefit Summary

● Visited

Dependent/Beneficiary Info

● Visited

✱ Benefit Enrollment

● Complete

Summary

● Visited

Task: Summary

Complete

Congratulations!

You have completed your Birth or Adoption/Final Custody Event.

Here is a list of things to keep in mind now that you have a new child:

Find out if your medical plan offers discounts on infant care equipment, home nurse visits, and postnatal classes.
Evaluate day care centers.
Evaluate your FSA Dependent Care Spending Account plan to assist with day care expenses.
Schedule your baby's first visit with the pediatrician.
Order a Social Security card for your baby.

Select the Complete pushbutton to end this event.

Steps

6 rows

↑↓

Step	Status	Date Completed	Required	Go to Step
Welcome to the Birth Event	● Complete	01/12/2021	Yes	Go to Step
Birth Date	● Complete	01/12/2021	Yes	Go to Step
Acknowledgement	● Complete	01/12/2021	Yes	Go to Step
Benefit Summary	● Visited		No	Go to Step
Dependent/Beneficiary Info	● Visited		No	Go to Step
Benefit Enrollment	● Complete	01/12/2021	Yes	Go to Step

38. Review the summary information for accuracy and then click the **Complete** button.

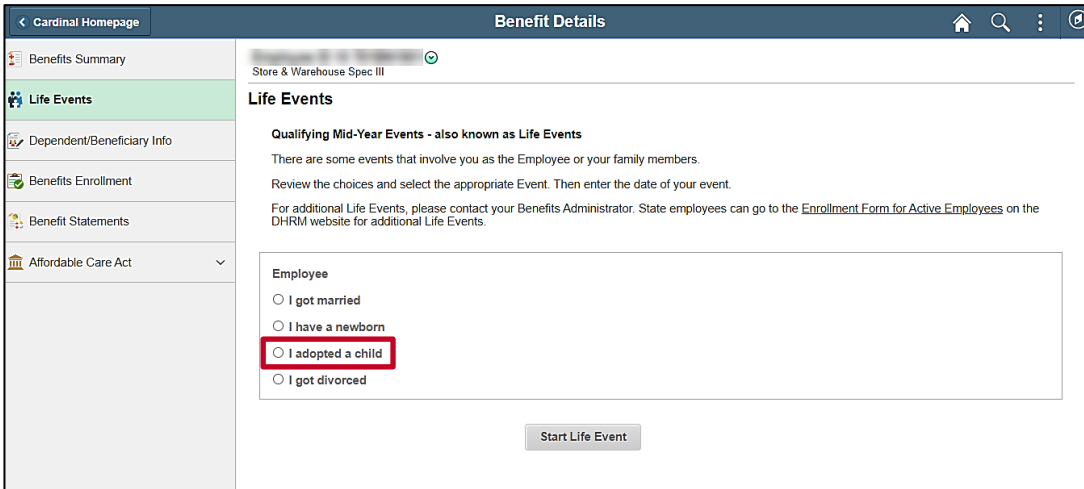
Note: The **Birth Event** is complete, and the information has been submitted to the Benefit Administrator for further action.

Rev 09/20/2021

Page 19 of 64

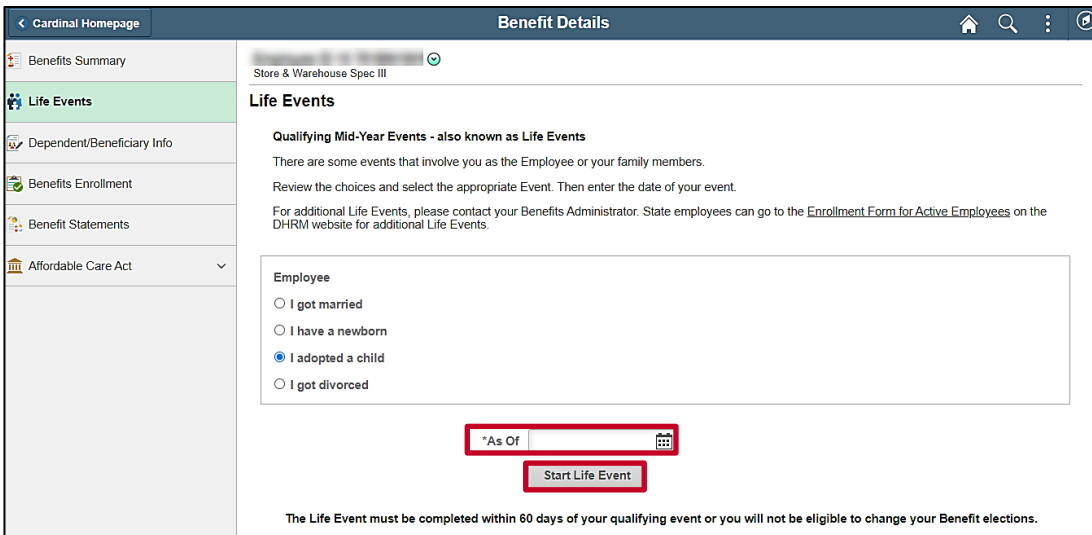
Adoption Life Event

1. Navigate to the **Life Events** tab on the **Benefit Details** page, as described in the **Initiating ESS Life Events** section of this Job Aid.



The screenshot shows the 'Benefit Details' page for 'Store & Warehouse Spec III'. The left sidebar contains links to 'Benefits Summary', 'Life Events' (highlighted), 'Dependent/Beneficiary Info', 'Benefits Enrollment', 'Benefit Statements', and 'Affordable Care Act'. The main content area is titled 'Life Events' and includes instructions on qualifying mid-year events. Under the 'Employee' section, four radio buttons are listed: 'I got married', 'I have a newborn', 'I adopted a child' (highlighted with a red box), and 'I got divorced'. A 'Start Life Event' button is located at the bottom right of the radio button group.

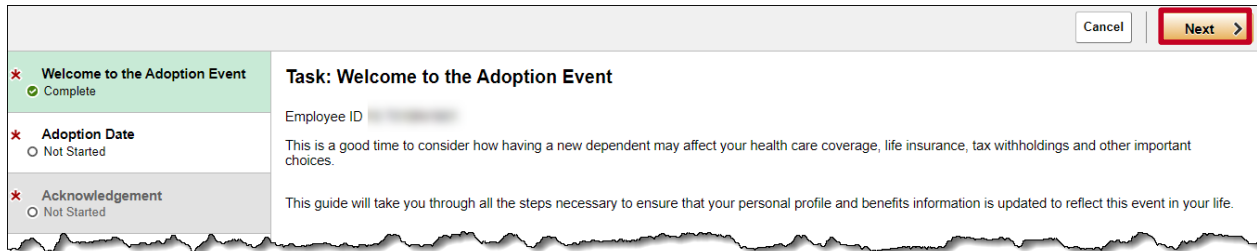
2. Click the **I adopted a child** radio button option.



This screenshot shows the same 'Benefit Details' page, but now the 'I adopted a child' radio button is selected (indicated by a blue dot). Below the radio buttons, the '*As Of' date field is highlighted with a red box, and the 'Start Life Event' button is also highlighted with a red box. A note at the bottom states: 'The Life Event must be completed within 60 days of your qualifying event or you will not be eligible to change your Benefit elections.'

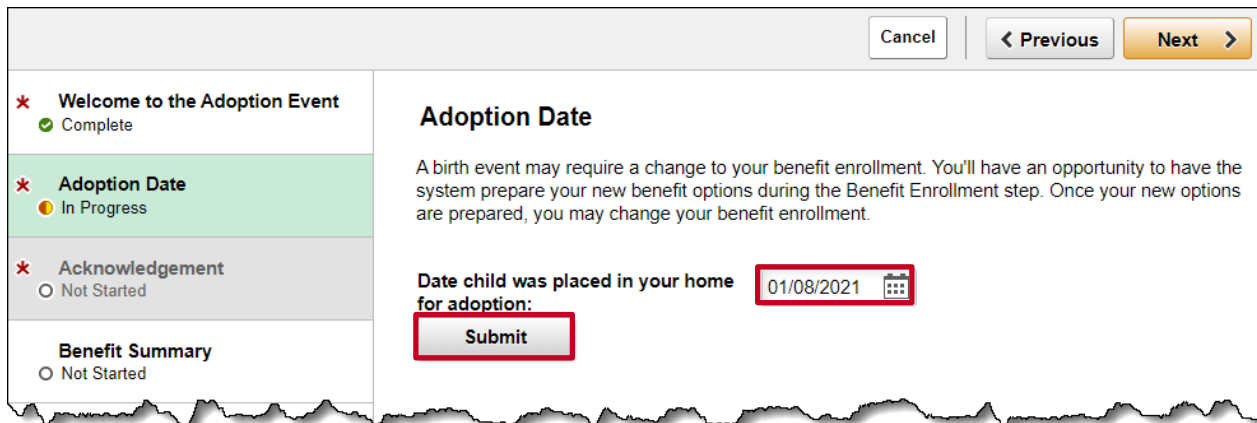
3. Select the adoption date of the child using the **As Of Calendar** icon or by entering into the text field.
4. Click the **Start Life Event** button.

The **Adoption Event** page displays.



5. Read through the **Welcome to the Adoption Event** information and then click the **Next** button.

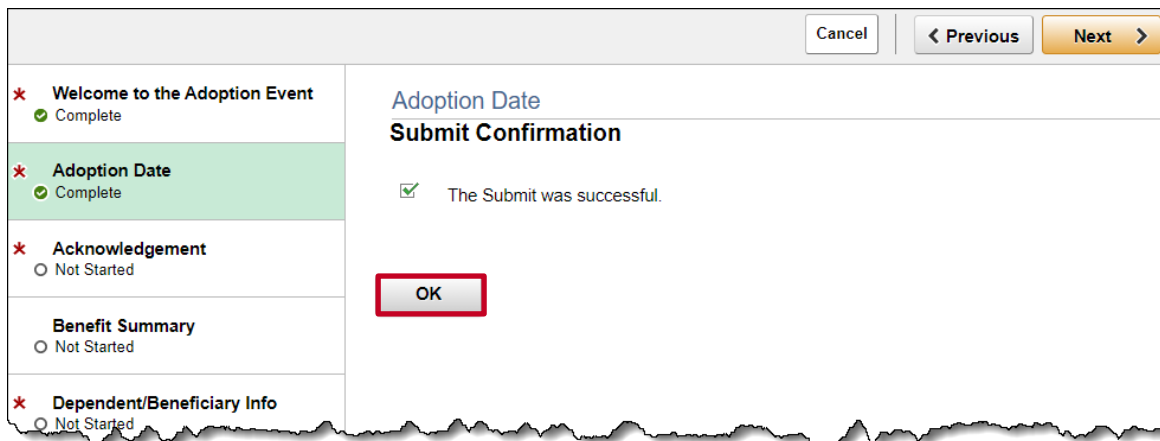
The **Adoption Date** page displays.



6. The date defaults to the As Of Date selected on the **Life Events** tab. Update as required.

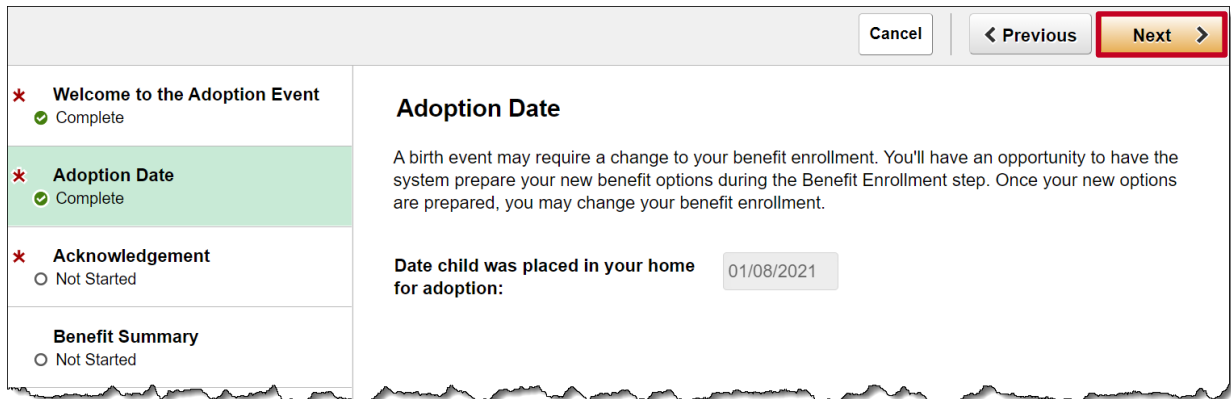
7. Click the **Submit** button.

The **Submit Confirmation** displays.



8. Click the **OK** button.

9. The **Adoption Date** page returns.



Cancel < Previous **Next >**

Welcome to the Adoption Event
✔ Complete

Adoption Date
✔ Complete

Acknowledgement
☐ Not Started

Benefit Summary
☐ Not Started

Adoption Date

A birth event may require a change to your benefit enrollment. You'll have an opportunity to have the system prepare your new benefit options during the Benefit Enrollment step. Once your new options are prepared, you may change your benefit enrollment.

Date child was placed in your home for adoption: 01/08/2021

10. Click the **Next** button.



Employee Self-Service Job Aid

ESS How to Create a Life Event

The **Acknowledgement** page displays.

Cancel Previous **Next**

Welcome to the Adoption Event
Complete

Adoption Date
Complete

Acknowledgement
In Progress

Benefit Summary
Not Started

Dependent/Beneficiary Info
Not Started

Benefit Enrollment
Not Started

Summary
Not Started

State Retiree Health Benefit Participant
As a participant in the State Retiree Health Benefits Program for retirees, survivors and LTD participants, I certify that I have reviewed and understand the eligibility and enrollment information for the [State Retiree Health Benefits Program for Non-Medicare Retirees](#) or the [State Retiree Health Benefits Program for Medicare Retirees](#) and I agree to abide by all participation requirements.

Local Choice Health Program Participant
As a participant in the Local Choice Health Benefits Program for active employees and retirees, I certify that I have reviewed and understand [The Local Choice Health Benefits Program](#) eligibility and enrollment information and I agree to abide by all participation requirements.

Participants Covering Dependents
As a participant covering dependents, I also certify that all dependents listed meet the eligibility requirements of the Program and that the information I have provided is complete and accurate to the best of my knowledge.

- I understand that intentionally giving incorrect information is considered perjury and punishable to the fullest extent of the law.
- I understand that the health plan and its business associates have the right to use Protected Health Information in connection with the treatment, payment and health plan operations allowed for by the [Health Insurance Portability and Accountability Act](#).

You may add the newly adopted child as well as any eligible family member within 60 days of the date of the adoption event. The effective date will be retroactive to the date of the adoption event (deductions will be collected for the entire month in which the event occurred).

Required Documentation: Photocopy of birth certificate or legal adoptive agreement showing employee's name must be provided to your benefits administrator. (Note: If this is a legal pre-adoptive agreement, it must be reviewed and approved by Office of Health Benefits).

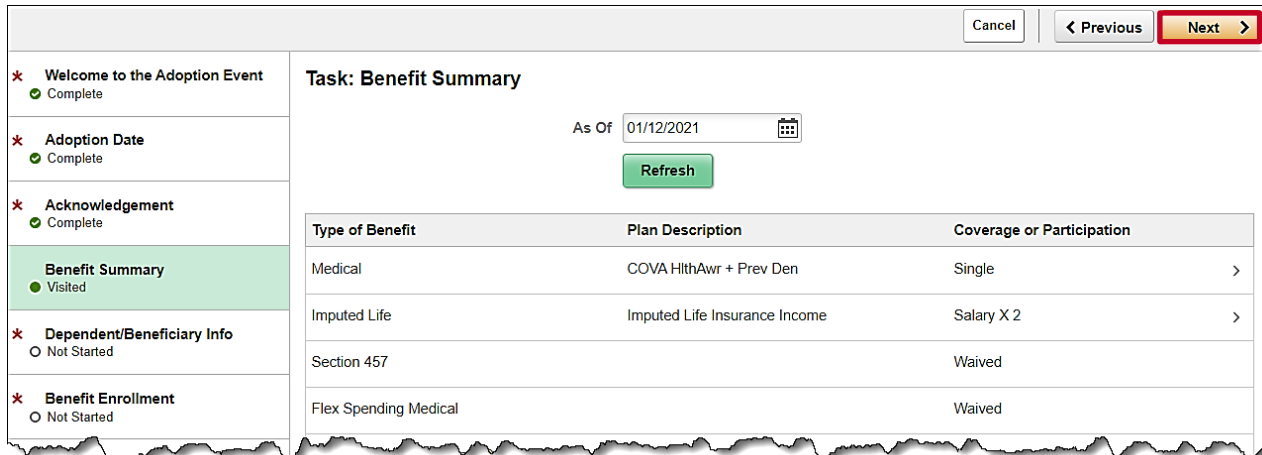
[Mid-Year Life Event Policy](#)

☐ I Agree

Save

11. Read through the **Health Plan Acknowledgement** information and then click the **I Agree** checkbox option.
12. Click the **Save** button.
13. Click the **Next** button.

The **Benefit Summary** page displays.

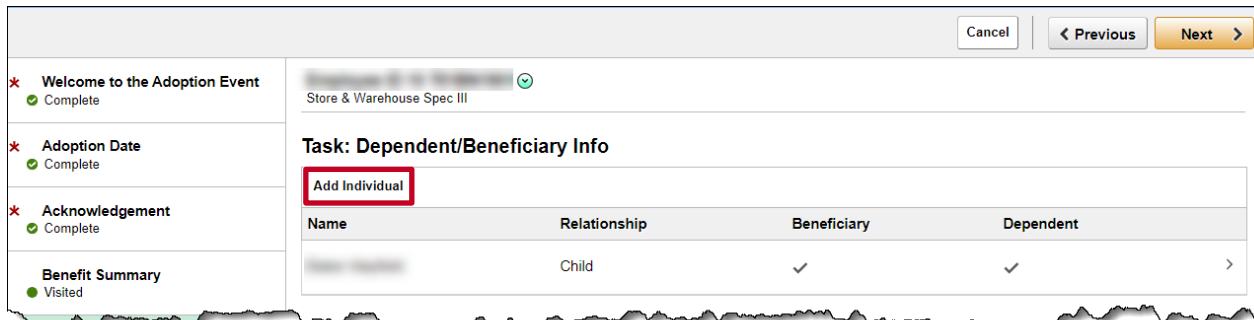


The screenshot shows the 'Benefit Summary' page. On the left is a navigation menu with the following items: 'Welcome to the Adoption Event' (Complete), 'Adoption Date' (Complete), 'Acknowledgement' (Complete), 'Benefit Summary' (Visited), 'Dependent/Beneficiary Info' (Not Started), and 'Benefit Enrollment' (Not Started). The main content area is titled 'Task: Benefit Summary'. It includes an 'As Of' date field set to '01/12/2021' and a 'Refresh' button. Below this is a table with three columns: 'Type of Benefit', 'Plan Description', and 'Coverage or Participation'.

Type of Benefit	Plan Description	Coverage or Participation
Medical	COVA HlthAwr + Prev Den	Single >
Imputed Life	Imputed Life Insurance Income	Salary X 2 >
Section 457		Waived
Flex Spending Medical		Waived

14. Review the current enrollments and then click the **Next** button.

The **Dependent/Beneficiary Info** page displays.



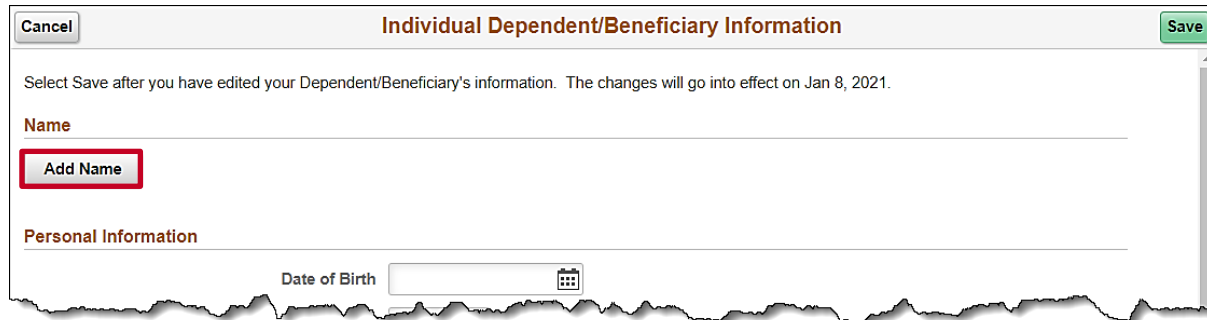
The screenshot shows the 'Dependent/Beneficiary Info' page. The left navigation menu is the same as the previous page, but 'Benefit Summary' is now 'Visited' and 'Dependent/Beneficiary Info' is the active page. The main content area is titled 'Task: Dependent/Beneficiary Info'. At the top, it shows the employee's name 'Store & Warehouse Spec III' with a green checkmark. Below this is an 'Add Individual' button, which is highlighted with a red box. Below the button is a table with four columns: 'Name', 'Relationship', 'Beneficiary', and 'Dependent'.

Name	Relationship	Beneficiary	Dependent
[Redacted Name]	Child	✓	✓ >

15. Click the **Add Individual** button to submit the personal information for the child being added.

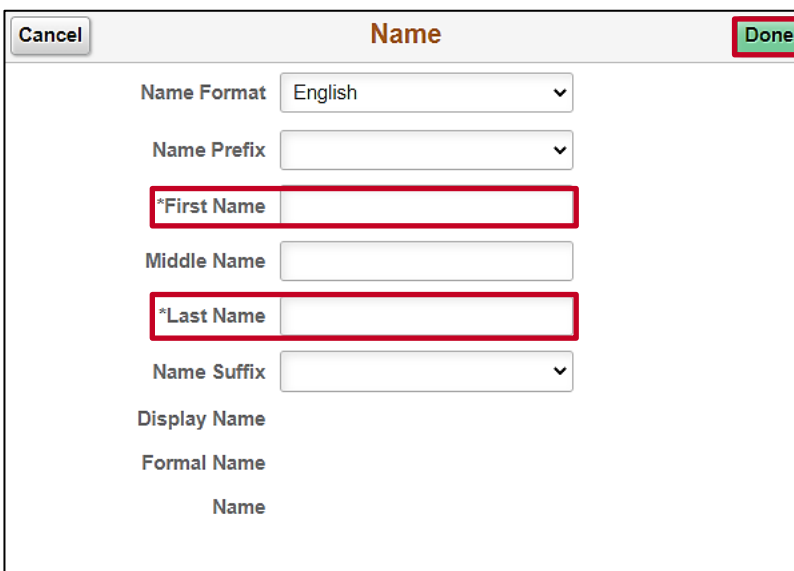
Note: The employee's current dependent(s)' information is initially displayed on this page.

The **Individual Dependent/Beneficiary Information** page displays.



16. Click the **Add Name** button.

The **Name** page displays in a pop-up window.

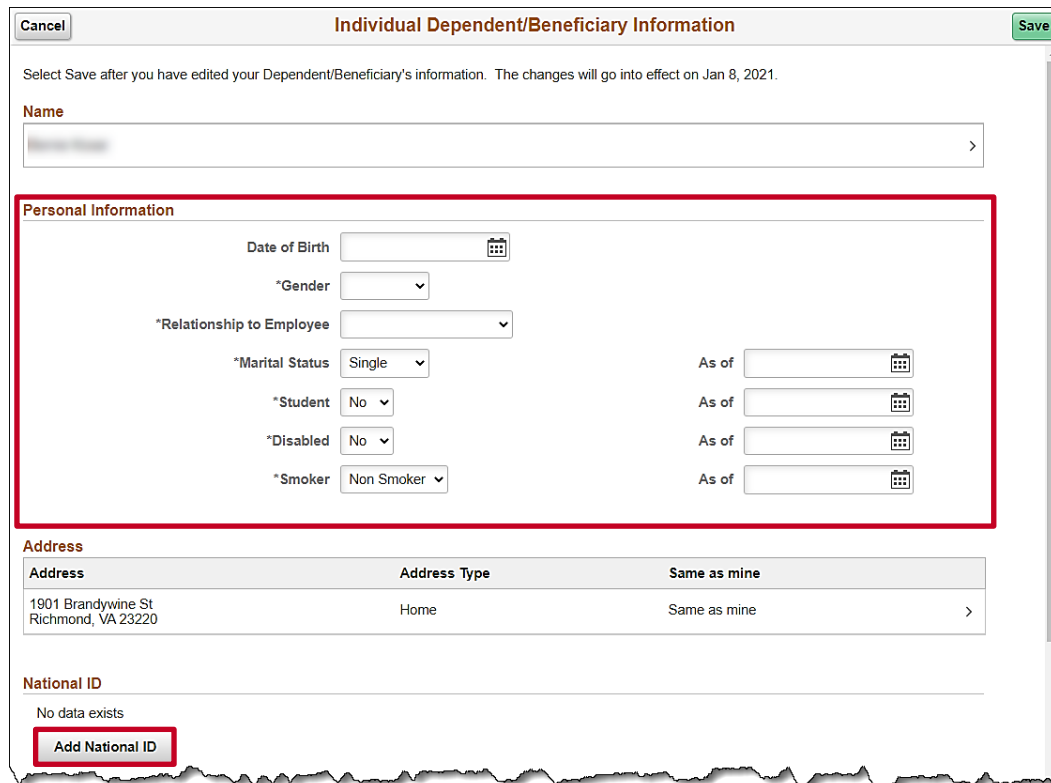


17. Enter the child's first and last name in the corresponding fields.

Note: Optionally add the child's name prefix, middle name or name suffix, as applicable.

18. Click the **Done** button.

The **Individual Dependent/Beneficiary Information** page returns.



Individual Dependent/Beneficiary Information

Select Save after you have edited your Dependent/Beneficiary's information. The changes will go into effect on Jan 8, 2021.

Name

Personal Information

Date of Birth

*Gender

*Relationship to Employee

*Marital Status Single As of

*Student No As of

*Disabled No As of

*Smoker Non Smoker As of

Address

Address	Address Type	Same as mine
1901 Brandywine St Richmond, VA 23220	Home	Same as mine

National ID

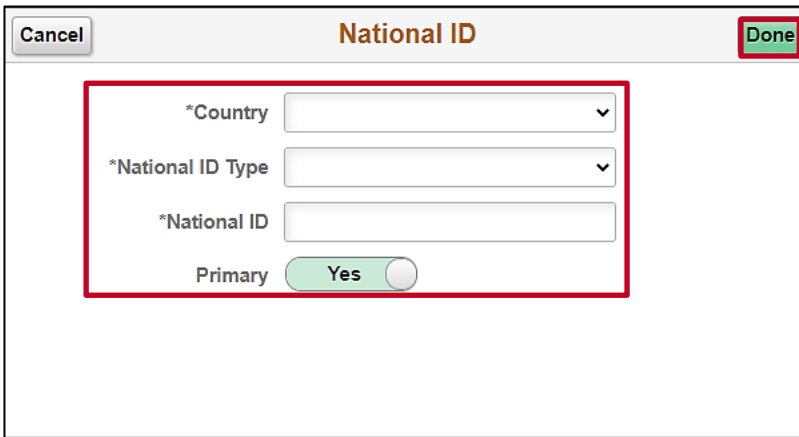
No data exists

Add National ID

19. Within the **Personal Information** section, complete the **Date of Birth**, **Gender**, and **Relationship to Employee** fields.
20. Click the **Add National ID** button.

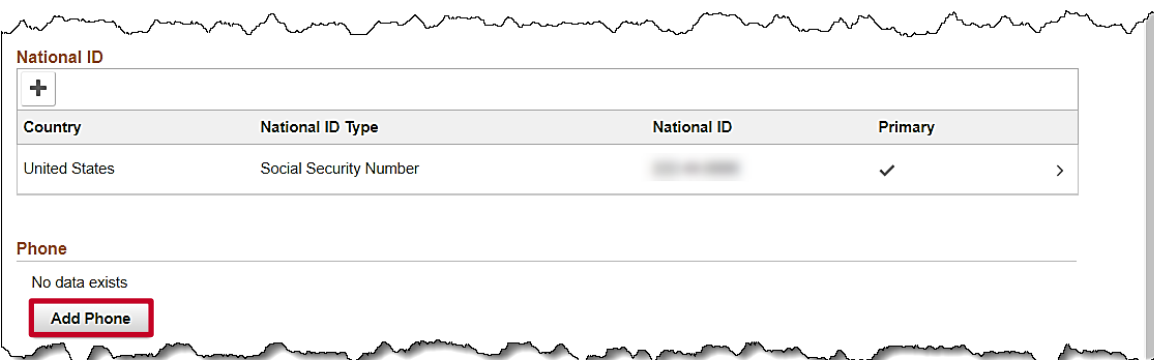
Note: If the child has not received a National ID Number at the time of enrollment, skip to step 22 and update when the information becomes available.

The **National ID** page displays in a pop-up window.



21. Complete the **Country**, **National ID Type**, and **National ID** fields for the child.
22. Click the **Done** button.

The **Individual Dependent/Beneficiary Information** page returns.



Country	National ID Type	National ID	Primary
United States	Social Security Number	[Masked]	✓

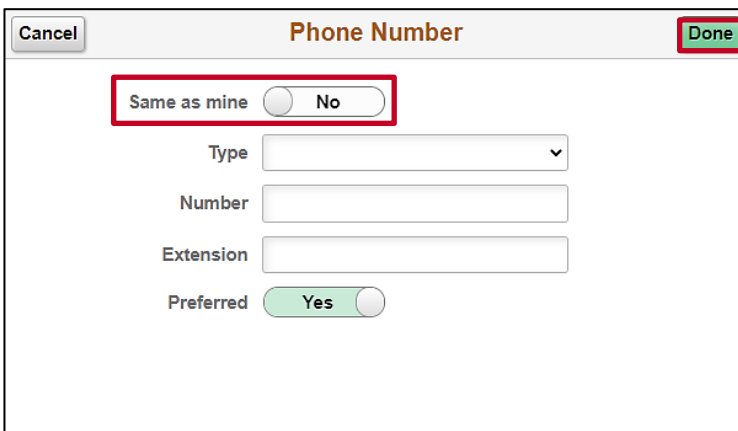
Phone

No data exists

Add Phone

23. Click the **Add Phone** button.

The **Phone Number** page displays in a pop-up window.

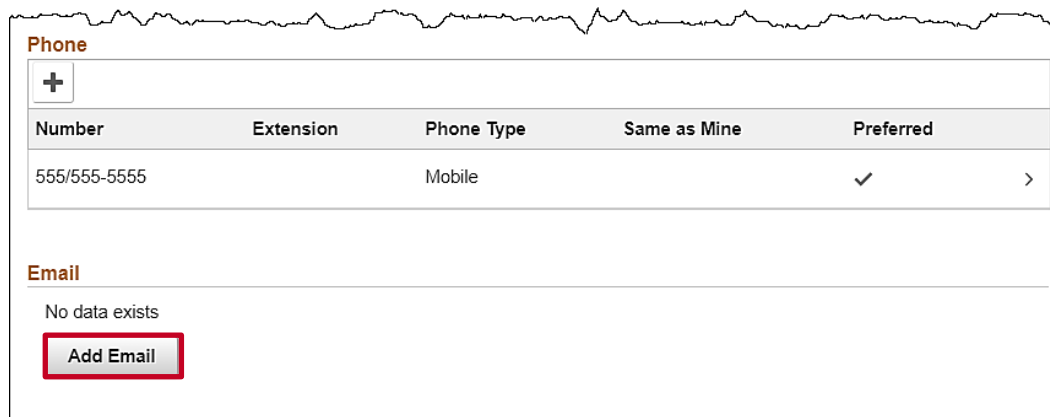


A pop-up window titled "Phone Number" with a "Cancel" button on the left and a "Done" button on the right. Inside the window, there is a "Same as mine" field with a radio button set to "No". Below this is a "Type" dropdown menu. Underneath the dropdown are two text input fields labeled "Number" and "Extension". At the bottom, there is a "Preferred" field with a radio button set to "Yes".

24. Select "Yes" in the **Same as mine** field.

25. Click the **Done** button.

The **Individual Dependent/Beneficiary Information** page returns.



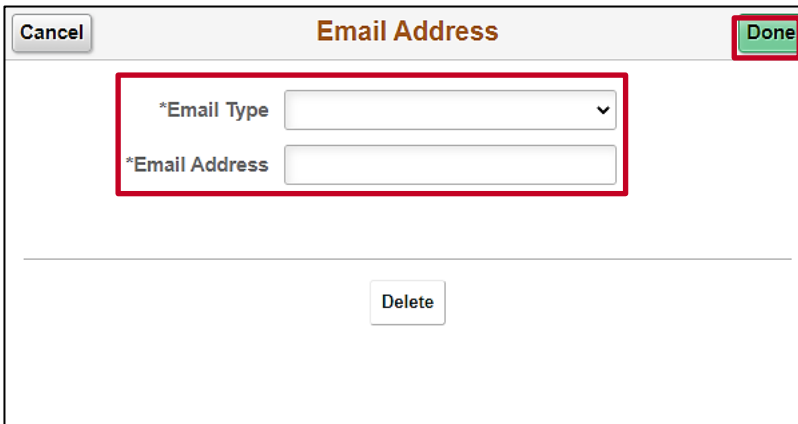
The "Individual Dependent/Beneficiary Information" page shows a "Phone" section with a "+" button to add a new entry. Below this is a table with the following data:

Number	Extension	Phone Type	Same as Mine	Preferred
555/555-5555		Mobile		✓

Below the table is an "Email" section with the text "No data exists" and an "Add Email" button.

26. Click the **Add Email** button.

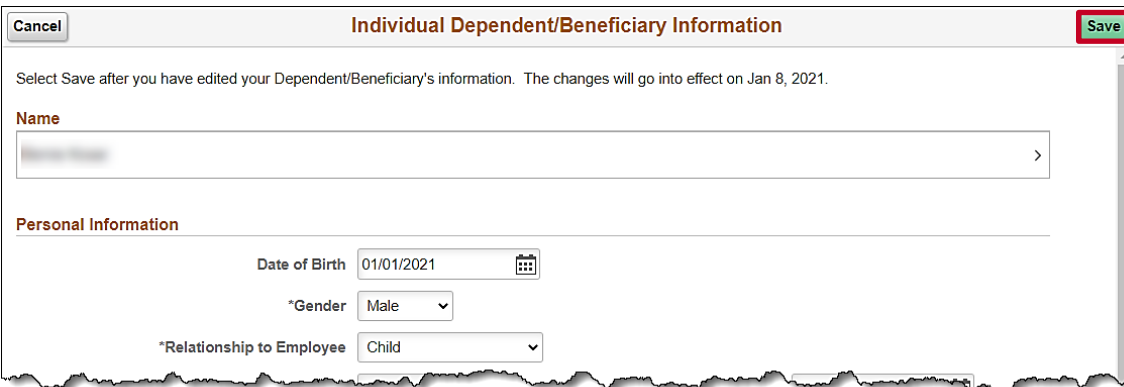
The **Email Address** page displays in a pop-up window.



27. Select the Email Type from the **Email Type** drop-down menu and enter the applicable Email Address in the **Email Address** field.

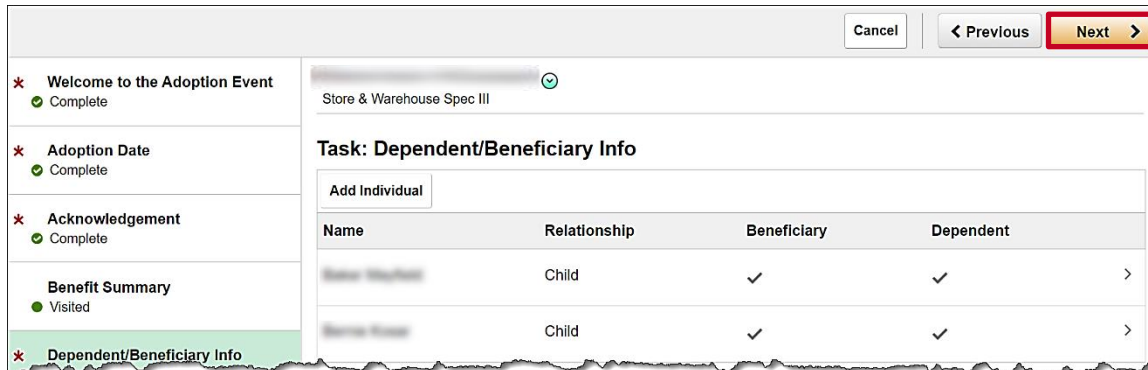
28. Click the **Done** button.

The **Individual Dependent/Beneficiary Information** page returns.



29. Click the **Save** button.

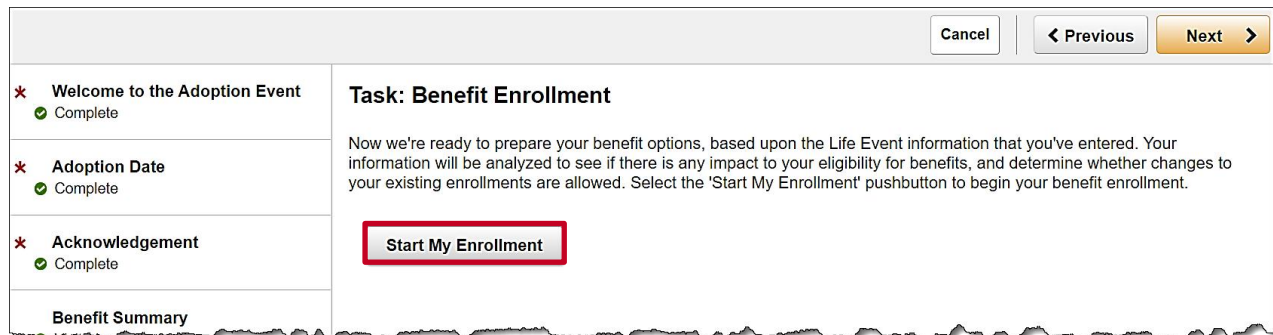
The **Dependent/Beneficiary Info** page returns.



Name	Relationship	Beneficiary	Dependent
[Redacted]	Child	✓	✓
[Redacted]	Child	✓	✓

30. Review the information to ensure your child was added and then click the **Next** button.

The **Benefit Enrollment** page displays.



Task: Benefit Enrollment

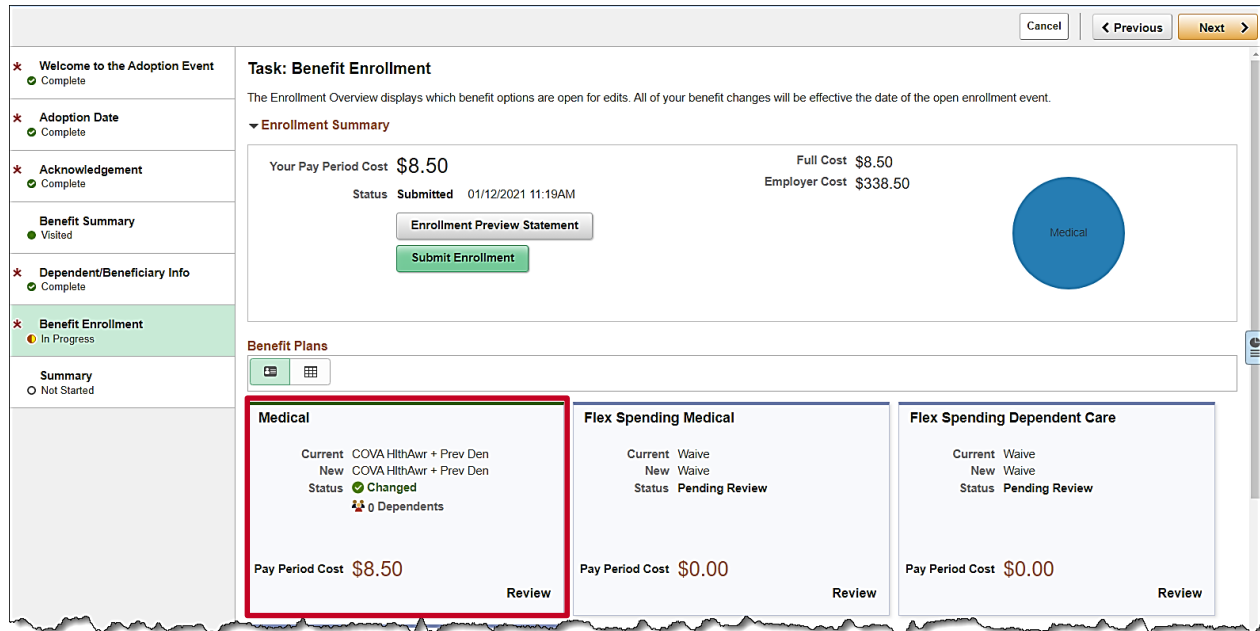
Now we're ready to prepare your benefit options, based upon the Life Event information that you've entered. Your information will be analyzed to see if there is any impact to your eligibility for benefits, and determine whether changes to your existing enrollments are allowed. Select the 'Start My Enrollment' pushbutton to begin your benefit enrollment.

Start My Enrollment

Note: After the employee submits their Dependent's personal information, the Benefit Administrator will contact the employee directly for any additional information or documentation needed to complete the Adoption Event.

31. Click the **Start My Enrollment** button.

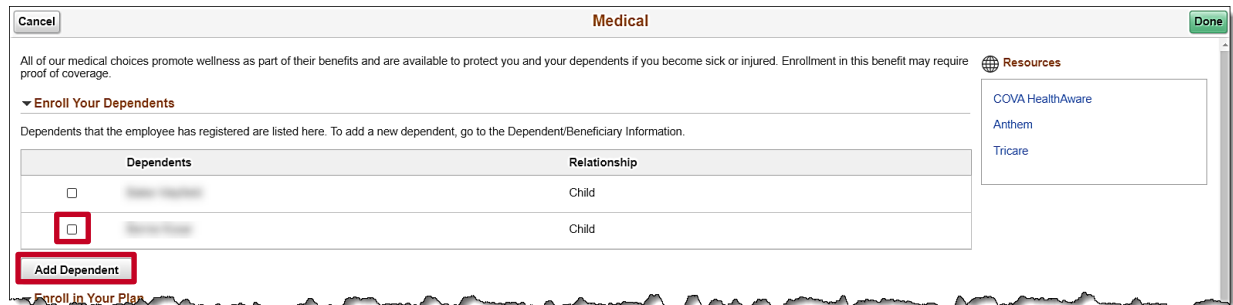
The **Benefit Enrollment** page displays.



32. Click the **Medical** tile.

Note: The **Medical** tile enables employees to change their medical coverage from “Single” to any applicable coverage that includes a dependent.

The **Medical** page displays.



33. Within the **Enroll Your Dependents** section, select the checkbox option for the child being added.

34. Click the **Add Dependent** button.

The **Dependent and Beneficiary Information** page displays.

Dependent and Beneficiary Information
✕

Name	Relationship	Beneficiary	Dependent	
[Redacted]	Child	✓	✓	>
[Redacted]	Child	✓	✓	>

35. Click the **X (Close)** button to close the page.

The **Medical** page returns with the checkbox next to the newly enroll Dependent selected.

Medical
Done

All of our medical choices promote wellness as part of their benefits and are available to protect you and your dependents if you become sick or injured. Enrollment in this benefit may require proof of coverage.

▼ Enroll Your Dependents

Dependents that the employee has registered are listed here. To add a new dependent, go to the Dependent/Beneficiary Information.

	Dependents	Relationship
<input type="checkbox"/>	[Redacted]	Child
<input checked="" type="checkbox"/>	[Redacted]	Child

▼ Enroll in Your Plan

The Employee + Child(ren) cost shown for each plan is based on the dependents enrolled. Plans that do not offer coverage for the dependents enrolled are not available to select. To see other coverage costs for individual plans, select the help icon corresponding to each plan option.

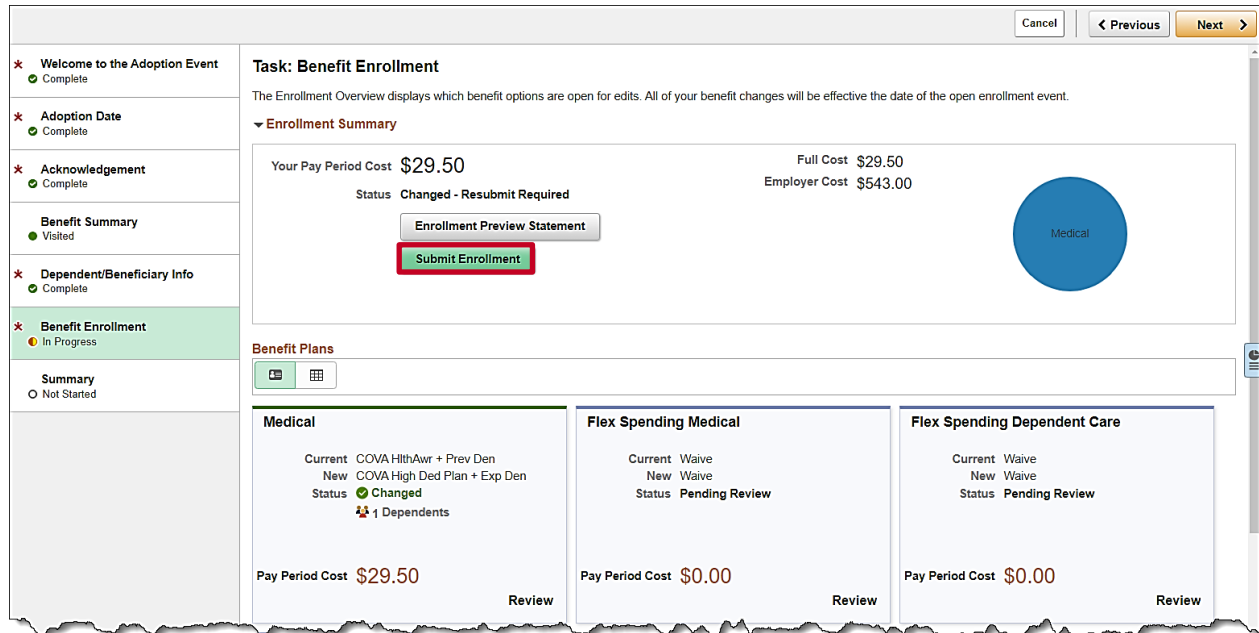
	Plan Name		Cost (Before Tax)		Cost (After Tax)		Employer Cost		Pay Period Cost
<input type="button" value="Select"/>	Waive								\$0.00
<input type="button" value="Select"/>	COVA HlthAwr + Prev Den	i	\$29.00				\$614.50		\$29.00
<input type="button" value="Select"/>	COVA HlthAwr + Exp Den&Vis	i	\$68.00				\$614.50		\$68.00
<input type="button" value="Select"/>	COVA HlthAwr + Exp Den	i	\$57.50				\$614.50		\$57.50
<input type="button" value="Select"/>	COVA High Ded Plan + PrevDen	i					\$543.00		\$0.00
<input checked="" type="checkbox"/>	COVA High Ded Plan + Exp Den	i	\$29.50				\$543.00		\$29.50

Resources

- [COVA HealthAware](#)
- [Anthem](#)
- [Tricare](#)

36. Click the **Done** button in the upper right-hand corner of the page.

The updated **Benefit Enrollment** page returns.



Task: Benefit Enrollment

The Enrollment Overview displays which benefit options are open for edits. All of your benefit changes will be effective the date of the open enrollment event.

Enrollment Summary

Your Pay Period Cost **\$29.50** Full Cost **\$29.50**
 Status **Changed - Resubmit Required** Employer Cost **\$543.00**

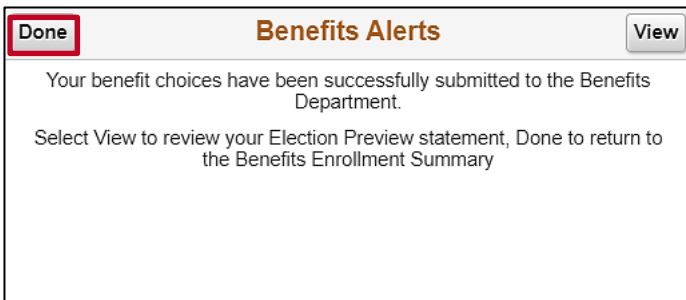
[Enrollment Preview Statement](#)
[Submit Enrollment](#)

Benefit Plans

Medical	Flex Spending Medical	Flex Spending Dependent Care
Current COVA-HlthAw + Prev Den New COVA-High Ded Plan + Exp Den Status Changed 1 Dependents Pay Period Cost \$29.50 Review	Current Waive New Waive Status Pending Review Pay Period Cost \$0.00 Review	Current Waive New Waive Status Pending Review Pay Period Cost \$0.00 Review

37. Click the **Submit Enrollment** button.

The **Benefits Alerts** page displays in a pop-up window.



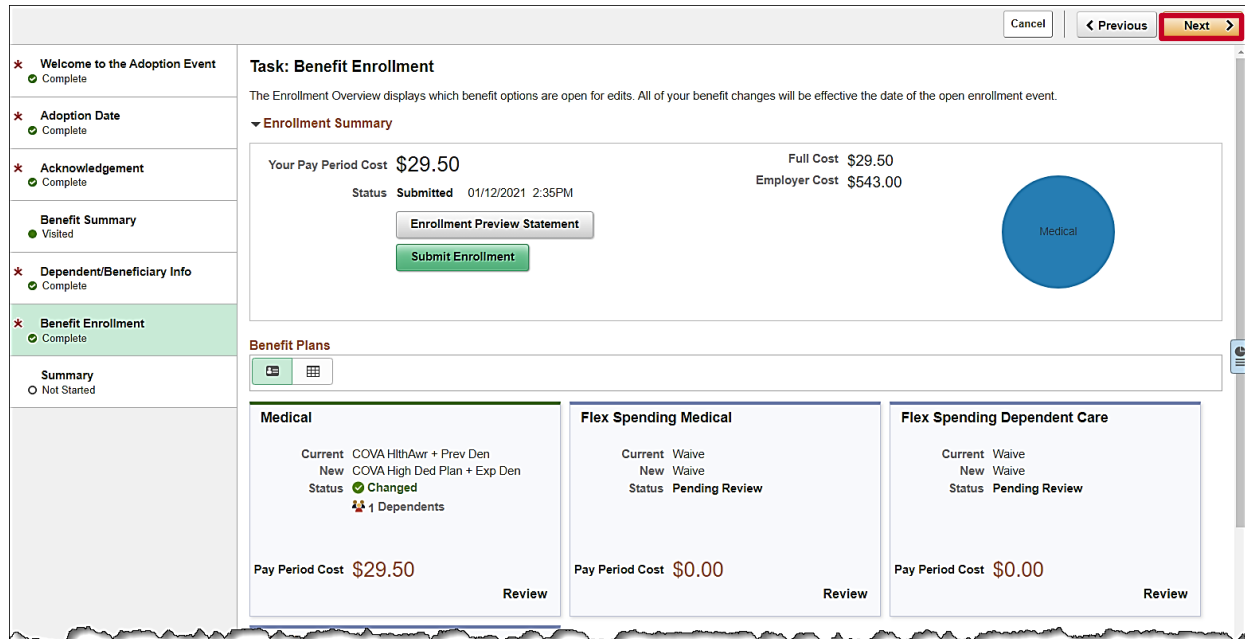
Benefits Alerts

Your benefit choices have been successfully submitted to the Benefits Department.

Select View to review your Election Preview statement, Done to return to the Benefits Enrollment Summary

38. Click the **Done** button.

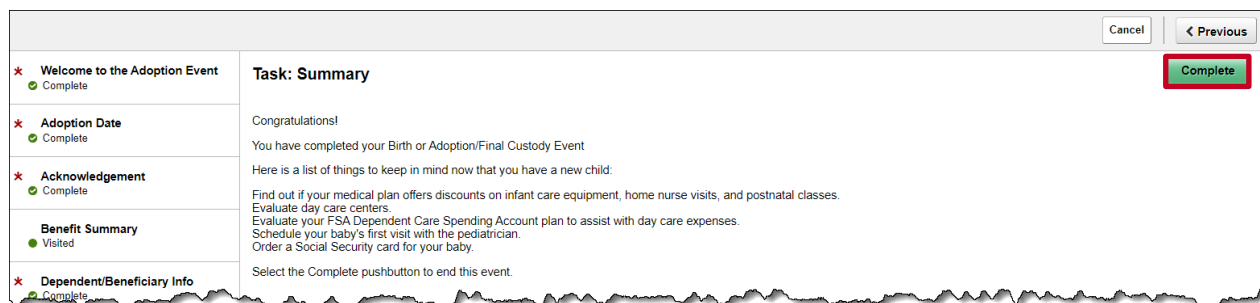
The **Benefit Enrollment** page returns.



Note: To update Flex Spending deductions, click on the **Flexible Spending Medical Tile** and update the Annual Pledge Amount. For further information on updating the benefit enrollment information, see the Job Aid titled **BN361 Enrollment Steps for an Employee**. This Job Aid is located on the Cardinal website in **Job Aids** under **Training**.

39. Click the **Next** button.

The **Summary** page displays.

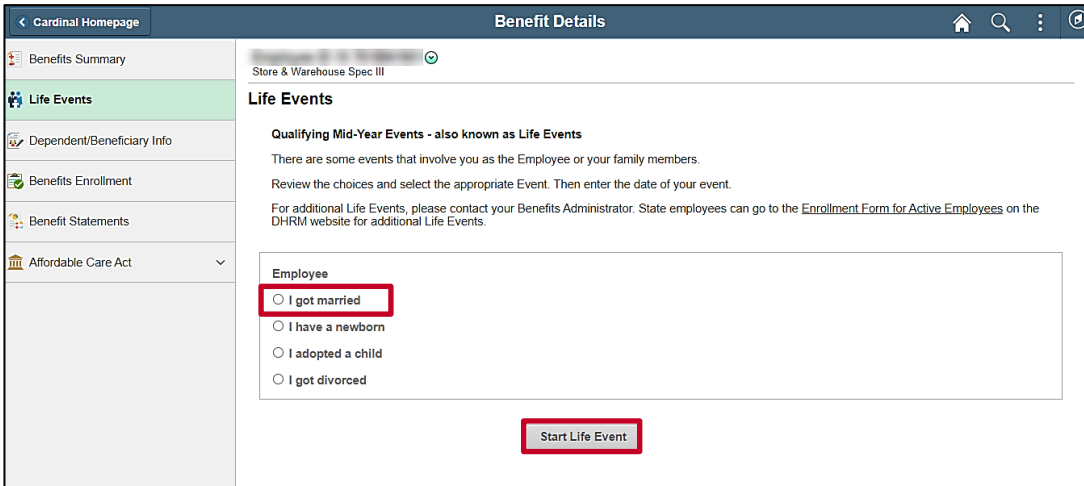


40. Review the summary information for accuracy and then click the **Complete** button.

Note: The **Adoption Event** is complete, and the information has been submitted to the Benefits Administrator for further action.

Marital Life Event

1. Navigate to the **Life Events** tab on the **Benefit Details** page, as described in the **Initiating ESS Life Events** section of this Job Aid.



Benefit Details

Store & Warehouse Spec III

Life Events

Qualifying Mid-Year Events - also known as Life Events

There are some events that involve you as the Employee or your family members.

Review the choices and select the appropriate Event. Then enter the date of your event.

For additional Life Events, please contact your Benefits Administrator. State employees can go to the [Enrollment Form for Active Employees](#) on the DHRM website for additional Life Events.

Employee

☒ I got married

☐ I have a newborn

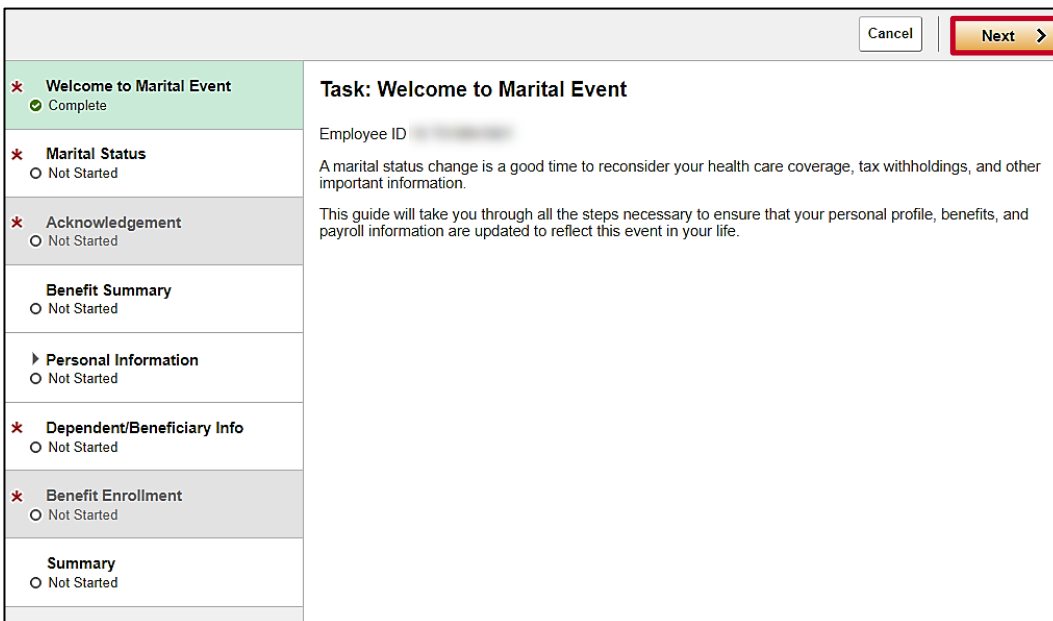
☐ I adopted a child

☐ I got divorced

Start Life Event

2. Click the **I got married** radio button option.
3. Click the **Start Life Event** button.

The **Marital Event** page displays.



Welcome to Marital Event

Complete

Task: Welcome to Marital Event

Employee ID [redacted]

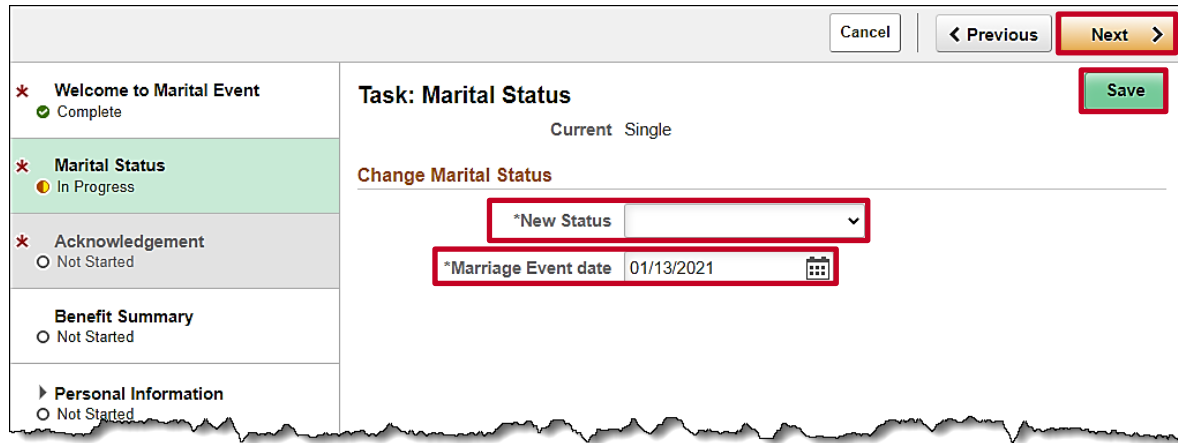
A marital status change is a good time to reconsider your health care coverage, tax withholdings, and other important information.

This guide will take you through all the steps necessary to ensure that your personal profile, benefits, and payroll information are updated to reflect this event in your life.

Next

4. Read through the **Welcome to Marital Event** information and then click the **Next** button.

The **Marital Status** page displays.




Cancel | < Previous | Next > | Save

Task: Marital Status
Current Single

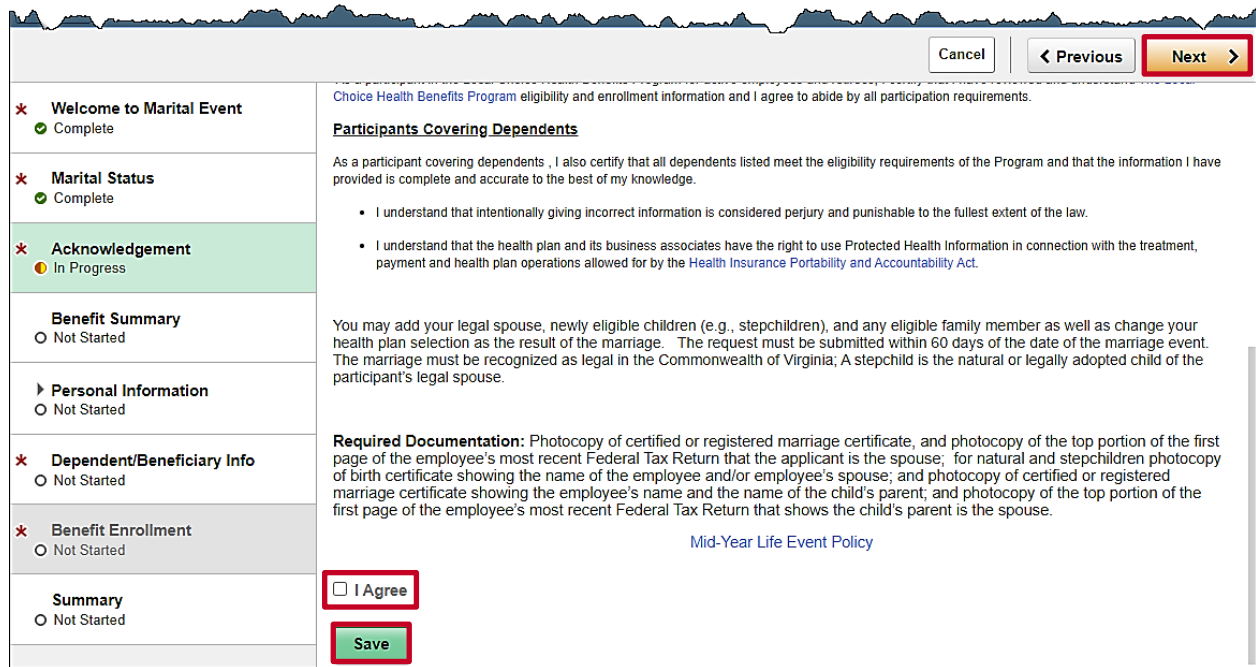
Change Marital Status

*New Status

*Marriage Event date 01/13/2021 

5. Select **"Married"** using the **New Status** field drop-down menu.
6. Enter/select the appropriate marriage date using the **Marriage Event Date Calendar** icon.
7. Click the **Save** button.
8. Click the **Next** button.

The **Acknowledgement** page displays.



Cancel | < Previous | **Next >**

Welcome to Marital Event
Complete

Marital Status
Complete

Acknowledgement
In Progress

Benefit Summary
Not Started

Personal Information
Not Started

Dependent/Beneficiary Info
Not Started

Benefit Enrollment
Not Started

Summary
Not Started

☐ I Agree

Save

[Choice Health Benefits Program](#) eligibility and enrollment information and I agree to abide by all participation requirements.

Participants Covering Dependents

As a participant covering dependents, I also certify that all dependents listed meet the eligibility requirements of the Program and that the information I have provided is complete and accurate to the best of my knowledge.

- I understand that intentionally giving incorrect information is considered perjury and punishable to the fullest extent of the law.
- I understand that the health plan and its business associates have the right to use Protected Health Information in connection with the treatment, payment and health plan operations allowed for by the [Health Insurance Portability and Accountability Act](#).

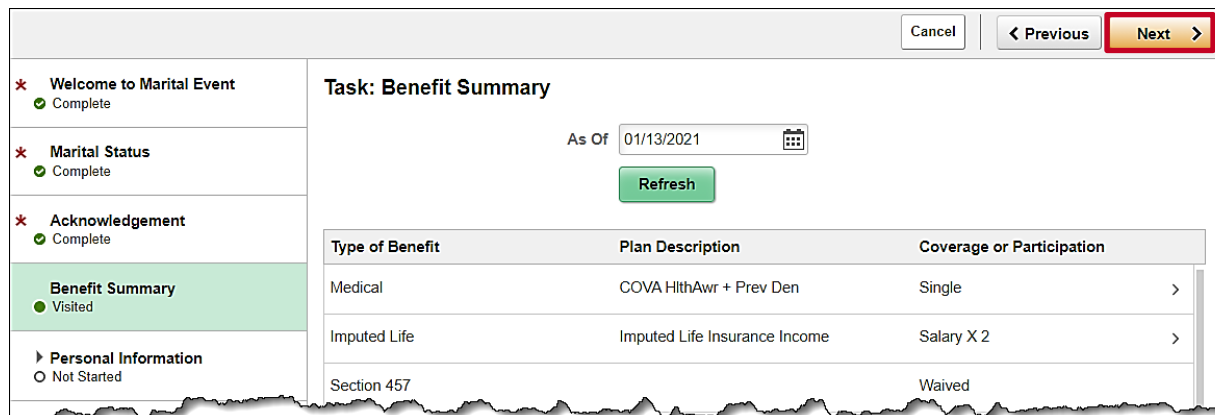
You may add your legal spouse, newly eligible children (e.g., stepchildren), and any eligible family member as well as change your health plan selection as the result of the marriage. The request must be submitted within 60 days of the date of the marriage event. The marriage must be recognized as legal in the Commonwealth of Virginia; A stepchild is the natural or legally adopted child of the participant's legal spouse.

Required Documentation: Photocopy of certified or registered marriage certificate, and photocopy of the top portion of the first page of the employee's most recent Federal Tax Return that the applicant is the spouse; for natural and stepchildren photocopy of birth certificate showing the name of the employee and/or employee's spouse; and photocopy of certified or registered marriage certificate showing the employee's name and the name of the child's parent; and photocopy of the top portion of the first page of the employee's most recent Federal Tax Return that shows the child's parent is the spouse.

[Mid-Year Life Event Policy](#)

- Read through the **Health Plan Acknowledgement** information (scroll up/down as required) and then select the **I Agree** checkbox.
- Click the **Save** button.
- Click the **Next** button.

The **Benefit Summary** page displays.



Cancel | < Previous | **Next >**

Welcome to Marital Event
Complete

Marital Status
Complete

Acknowledgement
Complete

Benefit Summary
Visited

Personal Information
Not Started

Task: Benefit Summary

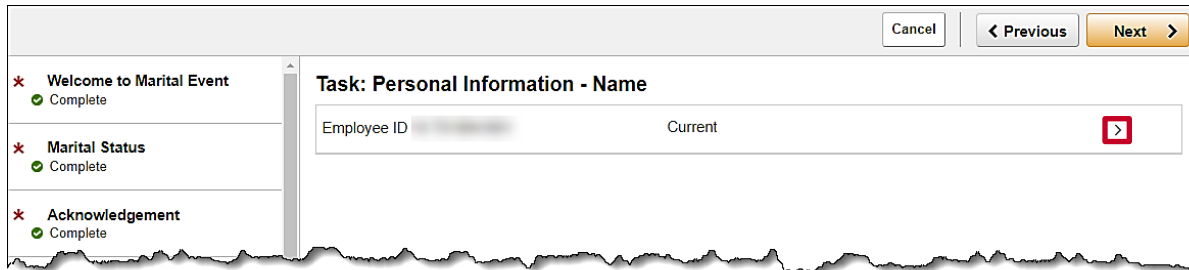
As Of: 01/13/2021

Refresh

Type of Benefit	Plan Description	Coverage or Participation
Medical	COVA HlthAwrr + Prev Den	Single >
Imputed Life	Imputed Life Insurance Income	Salary X 2 >
Section 457		Waived

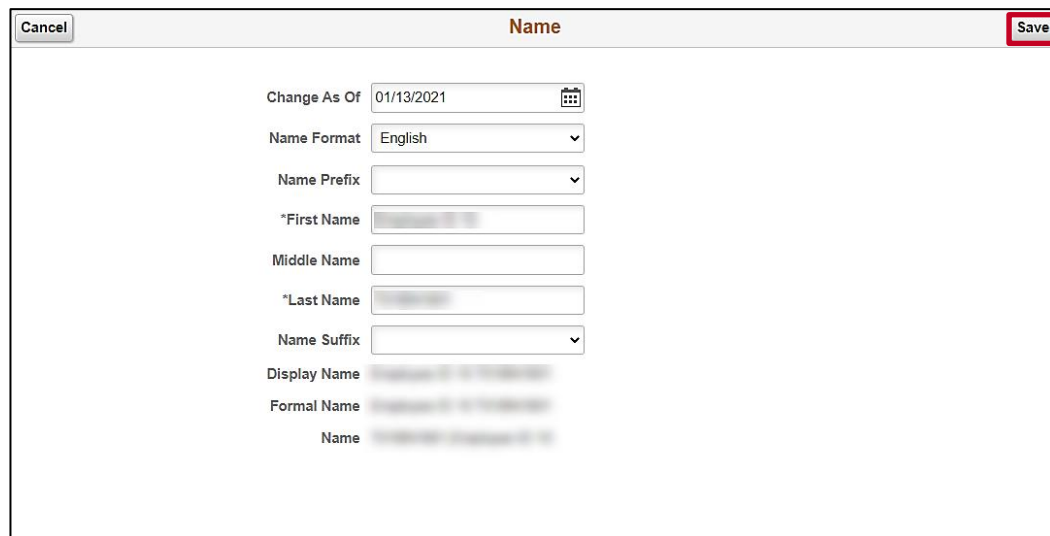
- Review the current enrollments and then click the **Next** button.

The **Personal Information – Name** page displays.



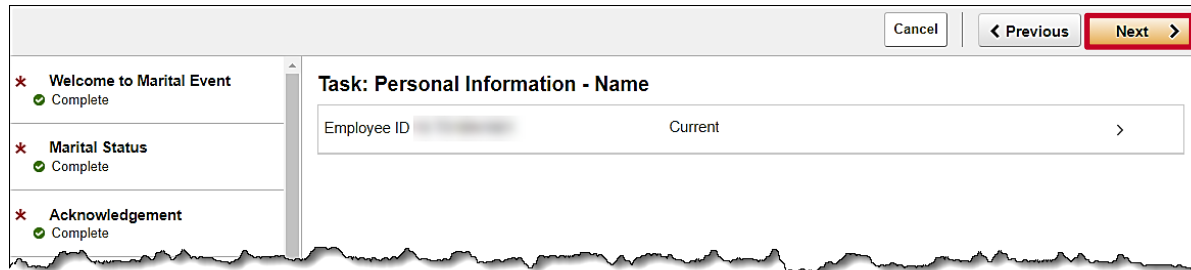
13. Your current name displays. If the marriage resulted in a name change for you, click the **Expand** icon (➤) to the far right of the current name listing. If the marriage did not result in a name change for you, proceed to Step 16.

The **Name** page displays in a pop-up window.



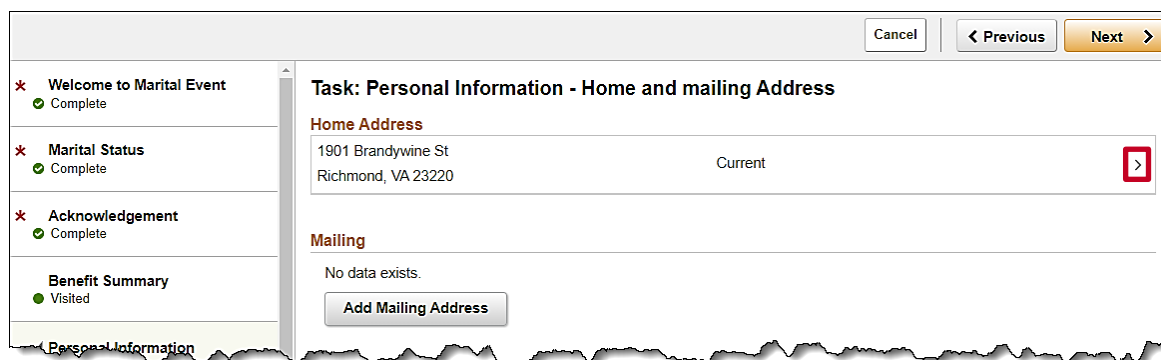
14. Enter your first and new last name in the corresponding fields.
Note: Optionally, add your Prefix, Middle Name, and/or Suffix, as applicable.
15. Click the **Save** button.

The **Personal Information – Name** page returns.



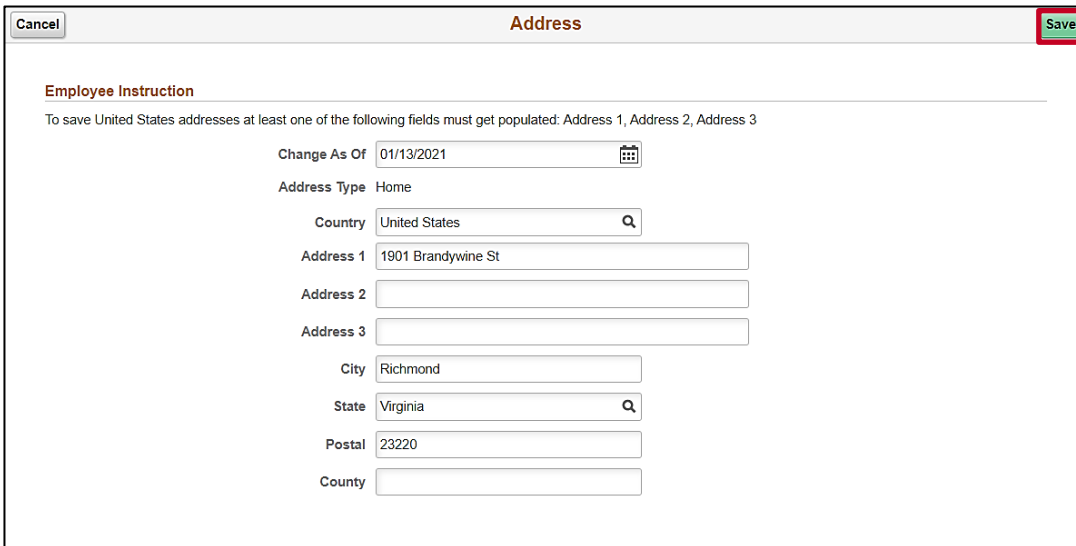
16. Click the **Next** button.

The **Personal Information – Home and mailing Address** page displays.



17. Your current home address displays. If the marriage has resulted in a personal address change, click the **Expand** icon (>) to the far right of the current home address listing. If the marriage did not result in a personal address change, proceed to Step 20.

The **Address** page displays in a pop-up window.

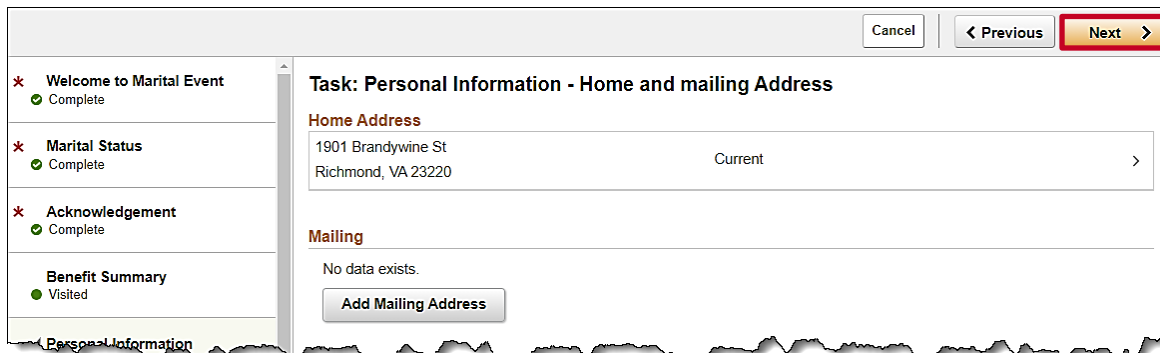


The screenshot shows a pop-up window titled "Address". It has a "Cancel" button on the top left and a "Save" button on the top right. Below the title bar, there is an "Employee Instruction" section with the text: "To save United States addresses at least one of the following fields must get populated: Address 1, Address 2, Address 3". Below this, there are several input fields: "Change As Of" (01/13/2021), "Address Type" (Home), "Country" (United States), "Address 1" (1901 Brandywine St), "Address 2" (empty), "Address 3" (empty), "City" (Richmond), "State" (Virginia), "Postal" (23220), and "County" (empty). Each field has a search icon next to it.

18. Update your home address information as needed using the corresponding fields.

19. Click the **Save** button.

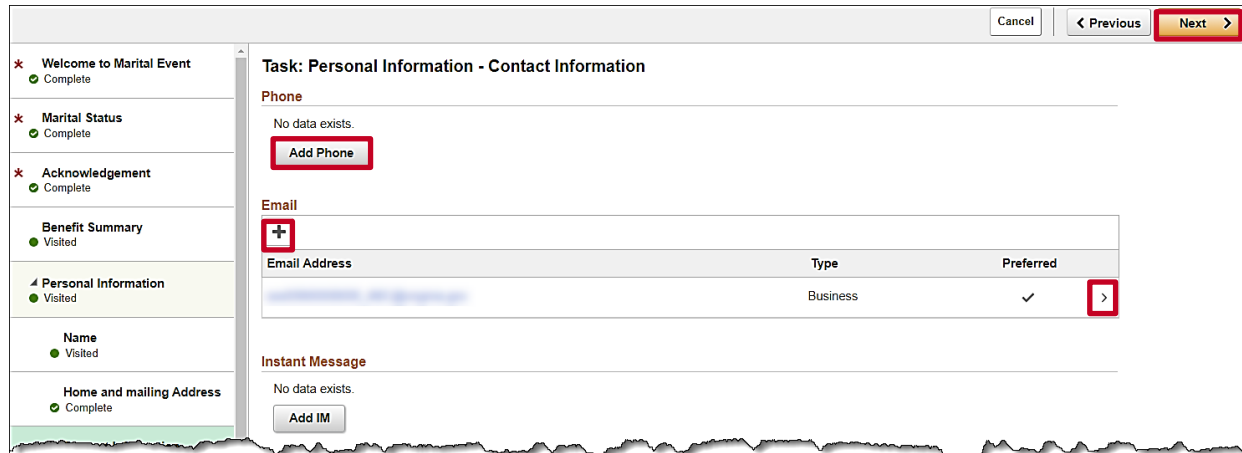
The **Personal Information – Home and mailing Address** page returns.



The screenshot shows the "Personal Information – Home and mailing Address" page. It has a "Cancel" button on the top right and a "Next" button on the top right. On the left side, there is a sidebar with a list of items: "Welcome to Marital Event" (Complete), "Marital Status" (Complete), "Acknowledgement" (Complete), "Benefit Summary" (Visited), and "Personal Information" (selected). The main content area is titled "Task: Personal Information - Home and mailing Address". It has two sections: "Home Address" and "Mailing". The "Home Address" section shows the address "1901 Brandywine St, Richmond, VA 23220" and a "Current" status. The "Mailing" section shows "No data exists." and an "Add Mailing Address" button.

20. Click the **Next** button.

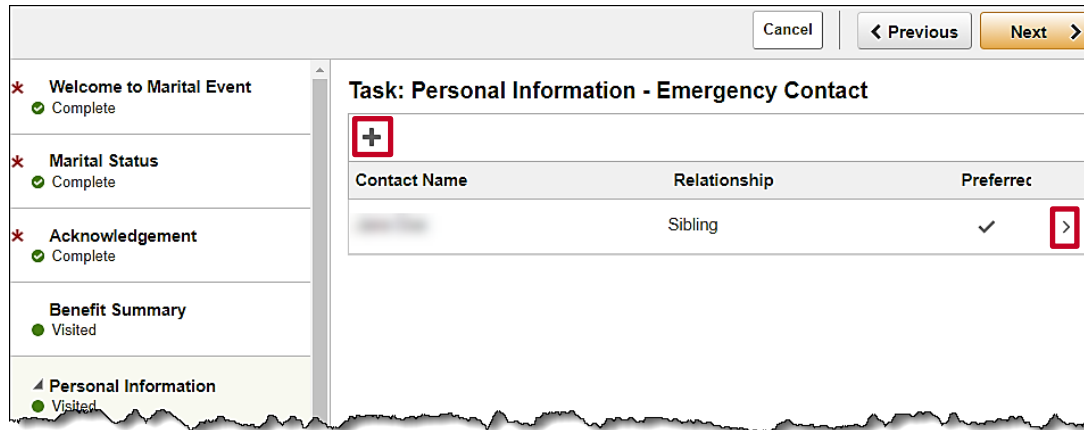
The **Personal Information – Contact Information** page displays.



21. To add a phone number, click the **Add Phone** button and enter the applicable phone number information.
22. To update an Email address, click the **Expand** icon (>) to the far right of the Email address listing and update the Email address information.

Note: Business Email addresses cannot be updated through self-service options. Contact your Agency HR Administrator to update your business Email address.
23. To add an Email address, click the **Add Email** icon (+) under the **Email** section heading.
24. Click the **Next** button.

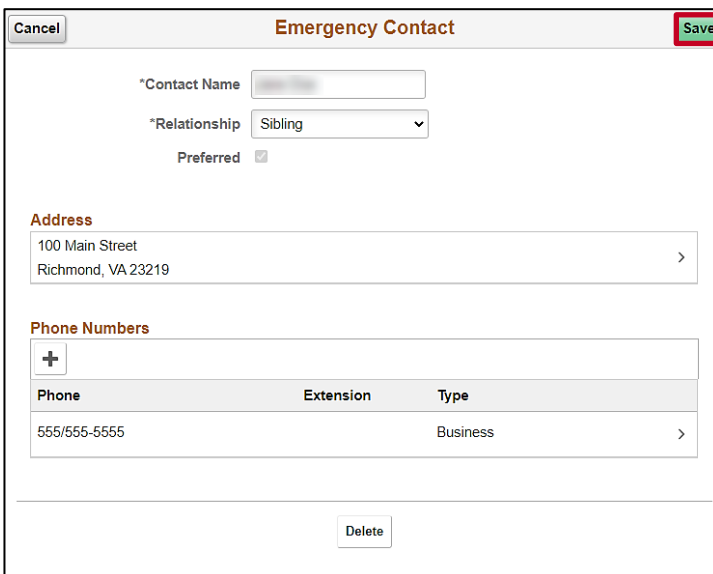
The **Personal Information – Emergency Contact** page displays.



25. Click the **Add Emergency Contact** icon (+) or **Expand** icon (>) to add an additional Emergency Contact or update an existing Emergency Contact, respectively.

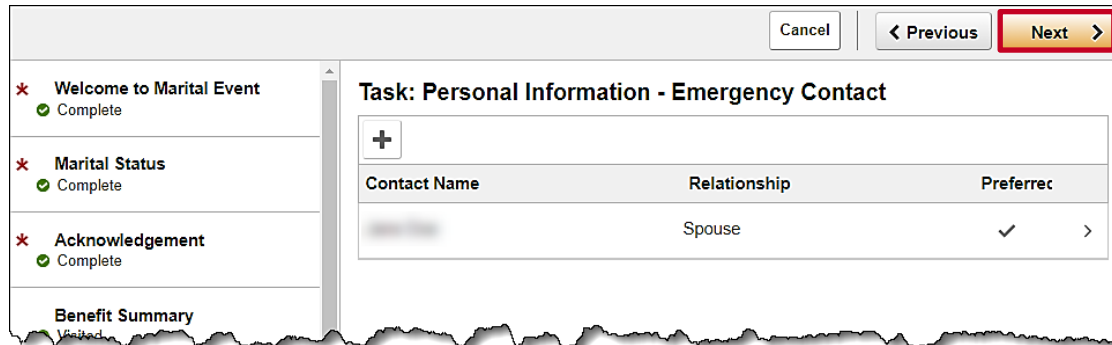
Note: If an Emergency Contact has not yet been established, click the **Add Emergency Contact** button to add your first Emergency Contact.

The **Emergency Contact** page displays in a pop-up window.



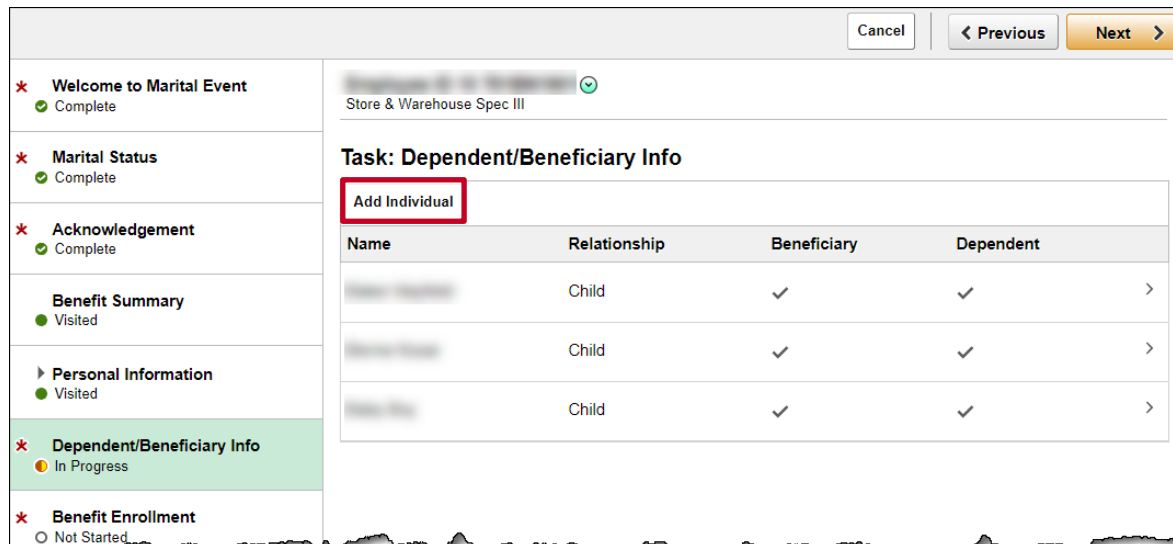
26. Update or add the applicable contact information for the emergency contact in the corresponding fields.
27. Click the **Save** button.

The **Personal Information – Emergency Contact** page returns.



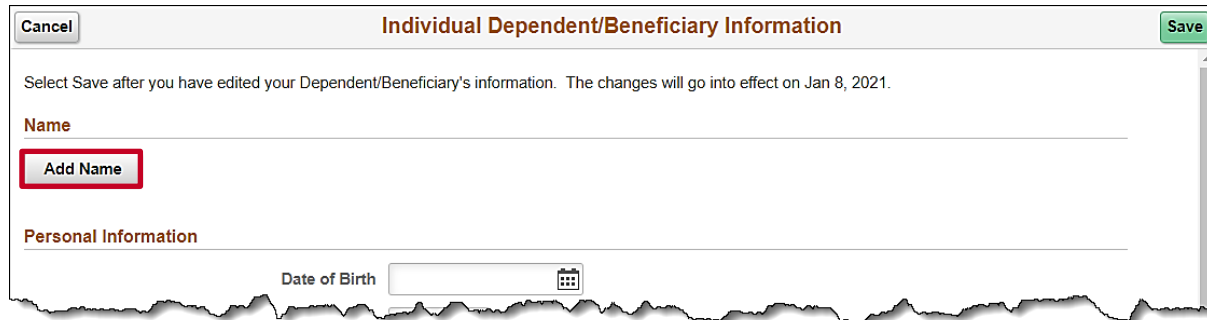
28. Click the **Next** button.

The **Dependent/Beneficiary Info** page displays.



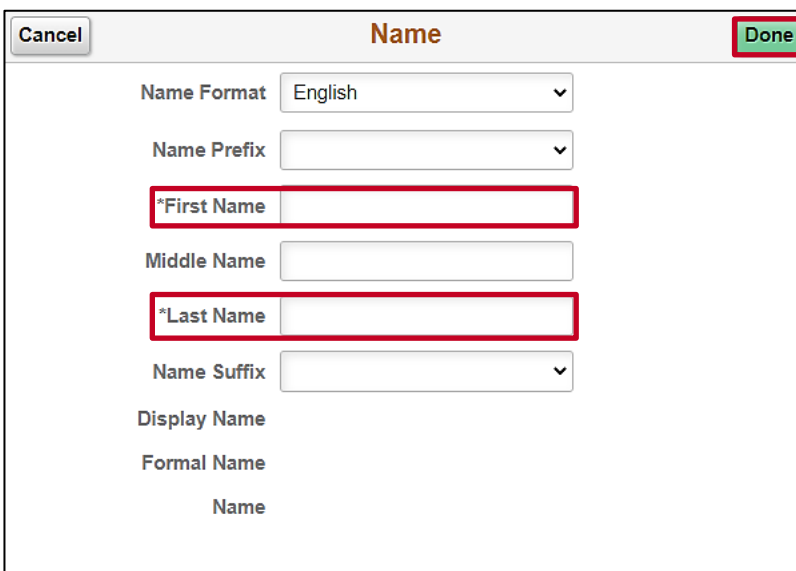
29. Click the **Add Individual** button to submit your spouse's personal information.

The **Individual Dependent/Beneficiary Information** page displays.



30. Click the **Add Name** button.

The **Name** page displays in a pop-up window.

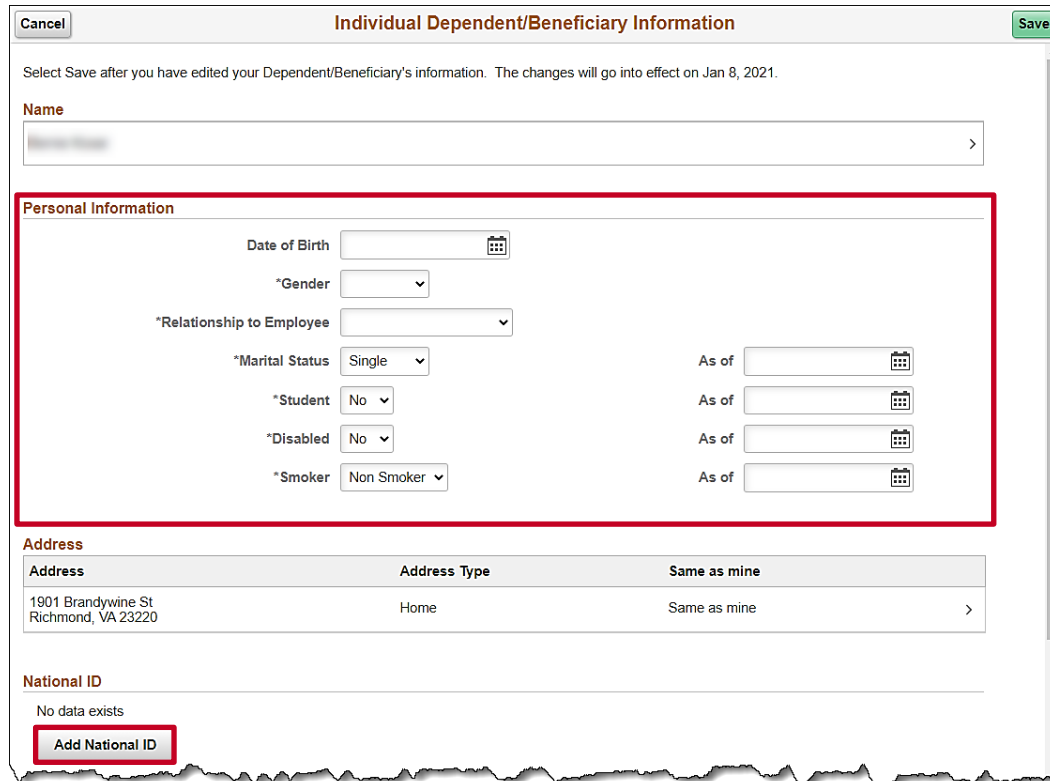


31. Enter the spouse's first and last names in the corresponding fields.

Note: Optionally enter the spouse's middle name or suffix, as applicable.

32. Click the **Done** button.

The **Individual Dependent/Beneficiary Information** page returns.



Individual Dependent/Beneficiary Information

Select Save after you have edited your Dependent/Beneficiary's information. The changes will go into effect on Jan 8, 2021.

Name

Personal Information

Date of Birth

*Gender

*Relationship to Employee

*Marital Status Single As of

*Student No As of

*Disabled No As of

*Smoker Non Smoker As of

Address

Address	Address Type	Same as mine
1901 Brandywine St Richmond, VA 23220	Home	Same as mine

National ID

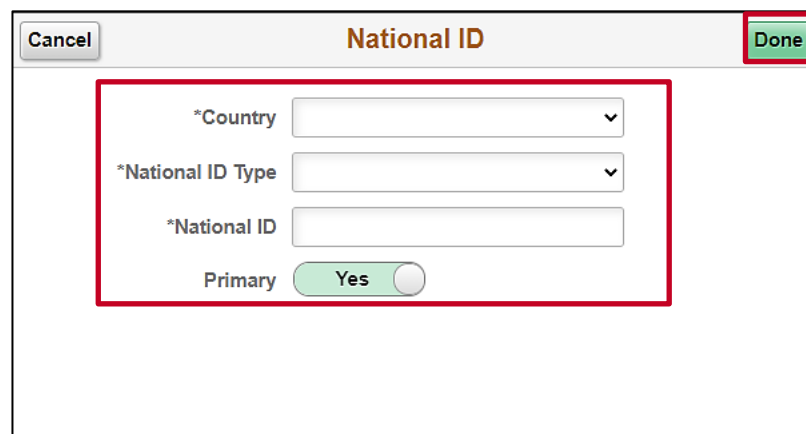
No data exists

Add National ID

33. Complete the **Date of Birth**, **Gender**, and **Relationship to Employee** fields.

34. Click the **Add National ID** button.

The **National ID** page displays in a pop-up window.



National ID

*Country

*National ID Type

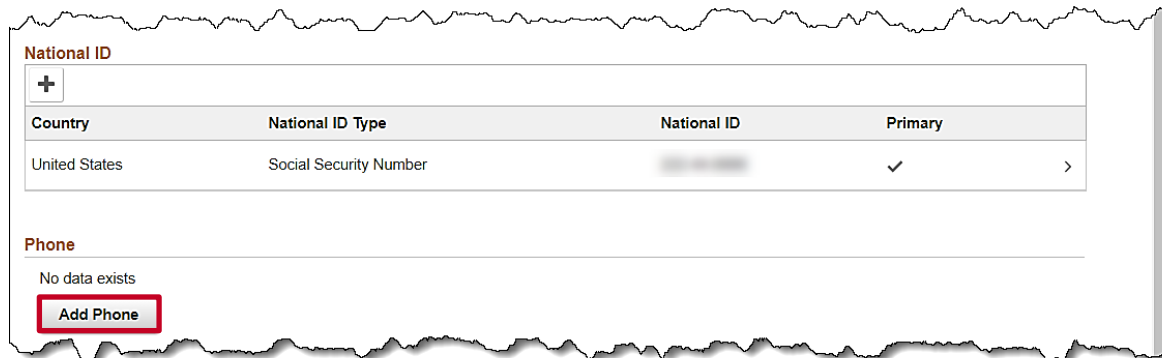
*National ID

Primary Yes

35. Complete the **Country**, **National ID Type**, and **National ID** fields for the spouse.

36. Click the **Done** button.

The **Individual Dependent/Beneficiary Information** page returns.



National ID

Country	National ID Type	National ID	Primary
United States	Social Security Number	[redacted]	✓

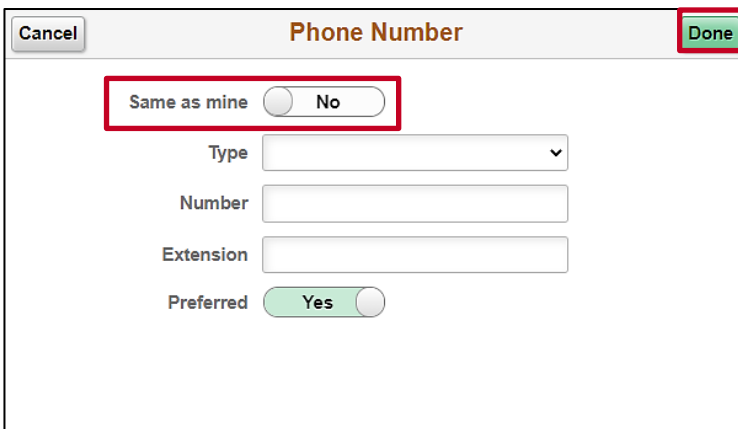
Phone

No data exists

Add Phone

37. Click the **Add Phone** button.

The **Phone Number** page displays in a pop-up window.



Phone Number

Cancel Done

Same as mine ☒ No

Type

Number

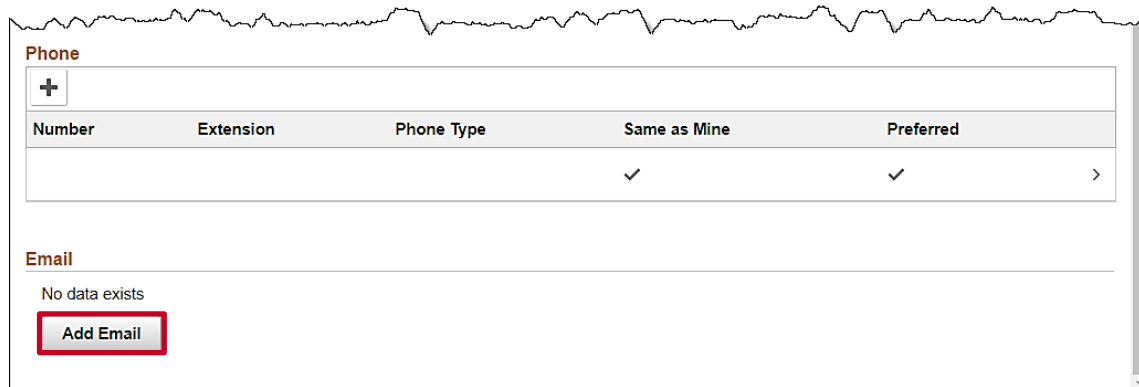
Extension

Preferred ☒ Yes

38. Select “Yes” for the **Same as mine** field or enter the phone information for the spouse.

39. Click the **Done** button.

The **Individual Dependent/Beneficiary Information** page returns.



Phone

Number	Extension	Phone Type	Same as Mine	Preferred
[redacted]	[redacted]	[redacted]	✓	✓

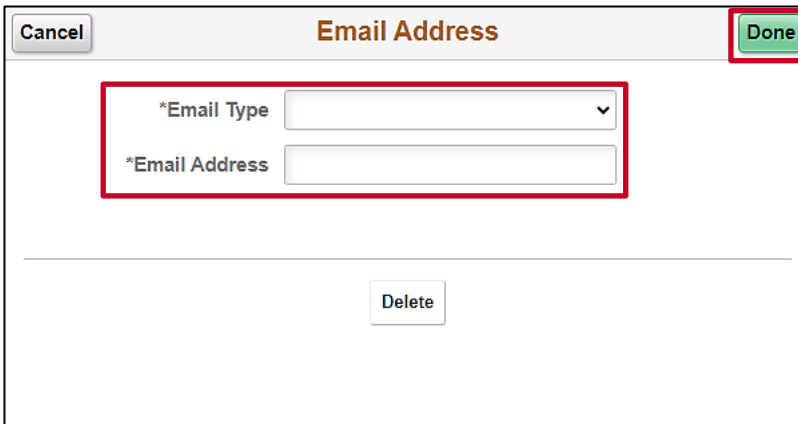
Email

No data exists

Add Email

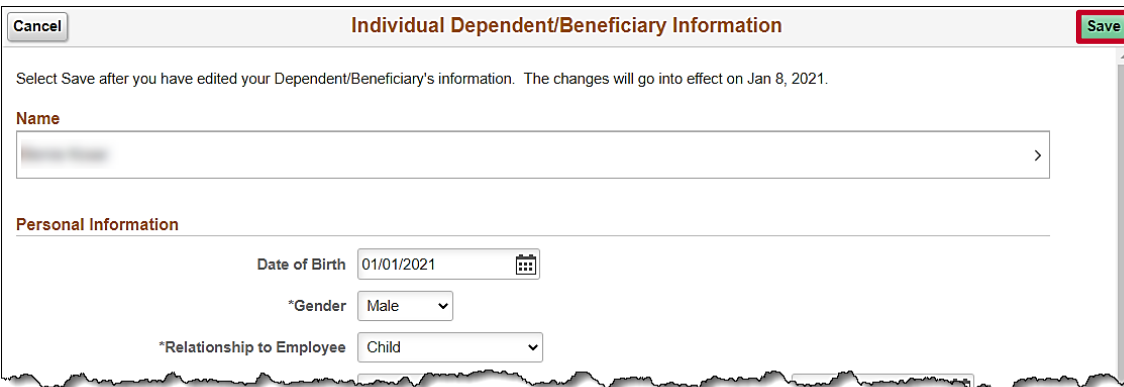
40. Click the **Add Email** button.

The **Email Address** page displays in a pop-up window.



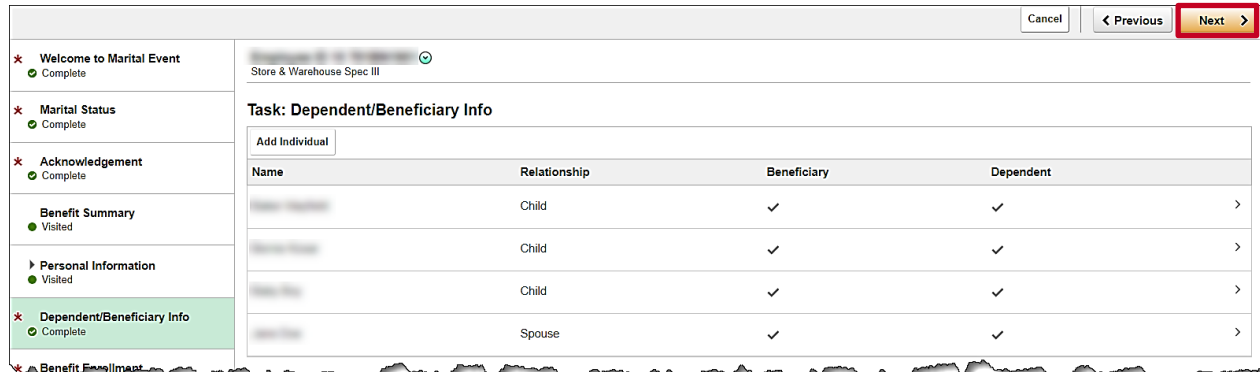
41. Select the Email Type from the **Email Type** drop-down menu and enter the applicable Email Address in the **Email Address** field.
42. Click the **Done** button.

The **Individual Dependent/Beneficiary Information** page returns.



43. Click the **Save** button.

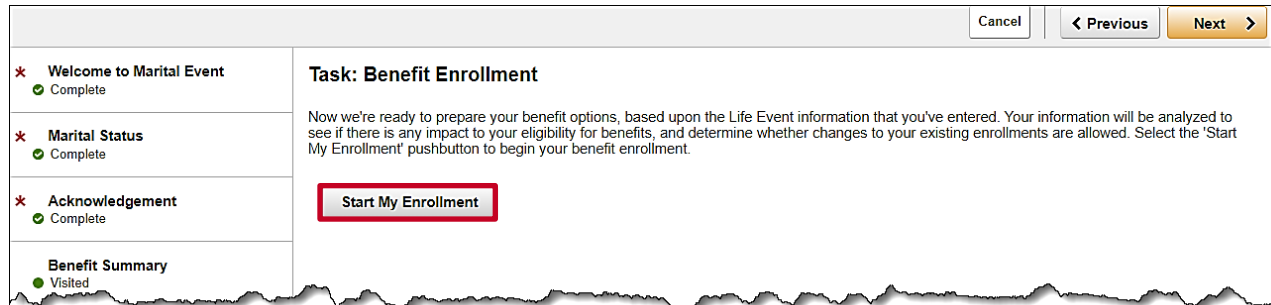
The **Dependent/Beneficiary Info** page returns.



Name	Relationship	Beneficiary	Dependent
[Redacted]	Child	✓	✓
[Redacted]	Child	✓	✓
[Redacted]	Child	✓	✓
[Redacted]	Spouse	✓	✓

44. Review the information to ensure your spouse was added and then click the **Next** button.

The **Benefit Enrollment** page displays.



Task: Benefit Enrollment

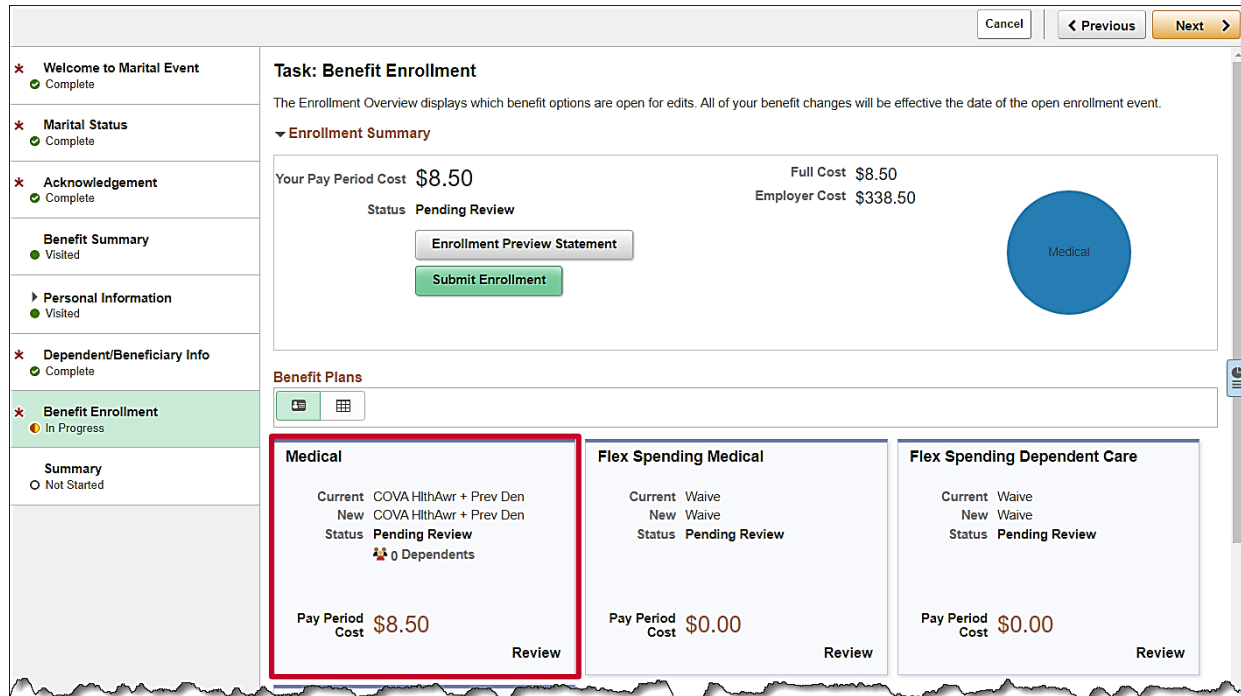
Now we're ready to prepare your benefit options, based upon the Life Event information that you've entered. Your information will be analyzed to see if there is any impact to your eligibility for benefits, and determine whether changes to your existing enrollments are allowed. Select the 'Start My Enrollment' pushbutton to begin your benefit enrollment.

Start My Enrollment

Note: After the employee submits the personal information for the Dependent, the Benefit Administrator will contact the employee directly for any additional information or documentation needed to complete the Marital Event.

45. Click the **Start My Enrollment** button.

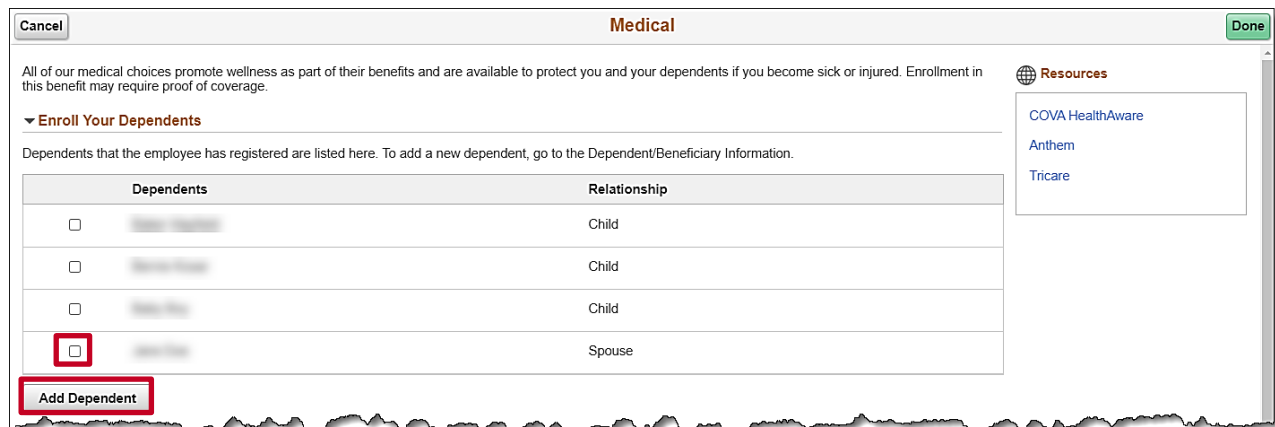
The **Benefit Enrollment** page refreshes.



46. Click the **Medical** tile.

Note: The **Medical** tile enables employees to change their medical coverage from “Single” to any applicable coverage that includes a dependent

The **Medical** page displays.



47. Within the **Enroll Your Dependents** section, select the checkbox option for the spouse being added.

48. Click the **Add Dependent** button.

The **Dependent and Beneficiary Information** page displays.

Dependent and Beneficiary Information
✕

Add Individual

Name	Relationship	Beneficiary	Dependent	
[Redacted]	Child	✓	✓	>
[Redacted]	Child	✓	✓	>
[Redacted]	Child	✓	✓	>
[Redacted]	Spouse	✓	✓	>

49. Click the **X (Close)** button to close the page.

The **Medical** page returns with the checkbox next to the newly enrolled Dependent selected.

Cancel
Medical
Done

All of our medical choices promote wellness as part of their benefits and are available to protect you and your dependents if you become sick or injured. Enrollment in this benefit may require proof of coverage.

▼ Enroll Your Dependents

Dependents that the employee has registered are listed here. To add a new dependent, go to the Dependent/Beneficiary Information.

Dependents	Relationship
<input type="checkbox"/> [Redacted]	Child
<input type="checkbox"/> [Redacted]	Child
<input type="checkbox"/> [Redacted]	Child
<input checked="" type="checkbox"/> [Redacted]	Spouse

Add Dependent

▼ Enroll in Your Plan

The Employee + Spouse cost shown for each plan is based on the dependents enrolled. Plans that do not offer coverage for the dependents enrolled are not available to select. To see other coverage costs for individual plans, select the help icon corresponding to each plan option.

Plan Name	Cost (Before Tax)	Cost (After Tax)	Employer Cost	Pay Period Cost
Select Waive				\$0.00
✓ COVA HlthAwr + Prev Den ?	\$29.00		\$614.50	\$29.00
Select COVA HlthAwr + Exp Den&Vis ?	\$68.00		\$614.50	\$68.00

Resources

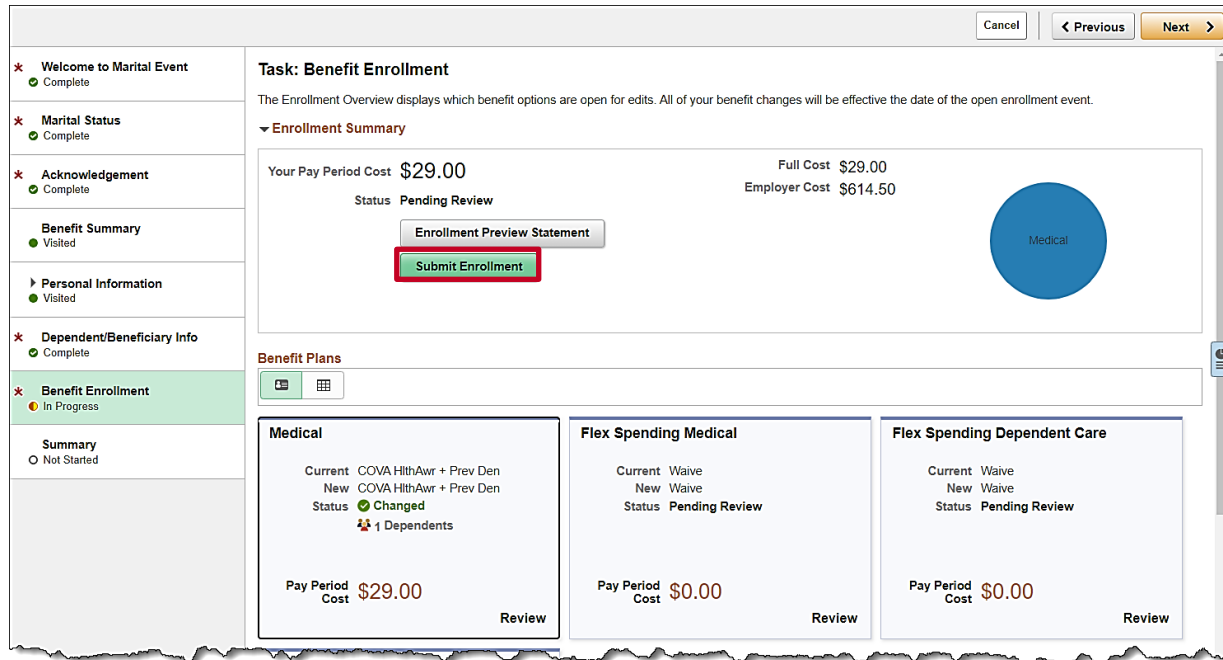
[COVA HealthAware](#)

[Anthem](#)

[Tricare](#)

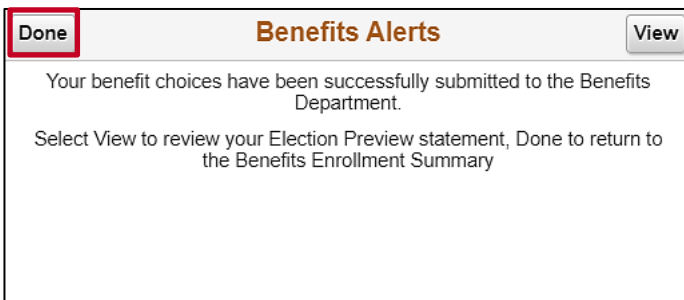
50. Click the **Done** button in the upper right-hand corner of the page.

The updated **Benefit Enrollment** page returns.



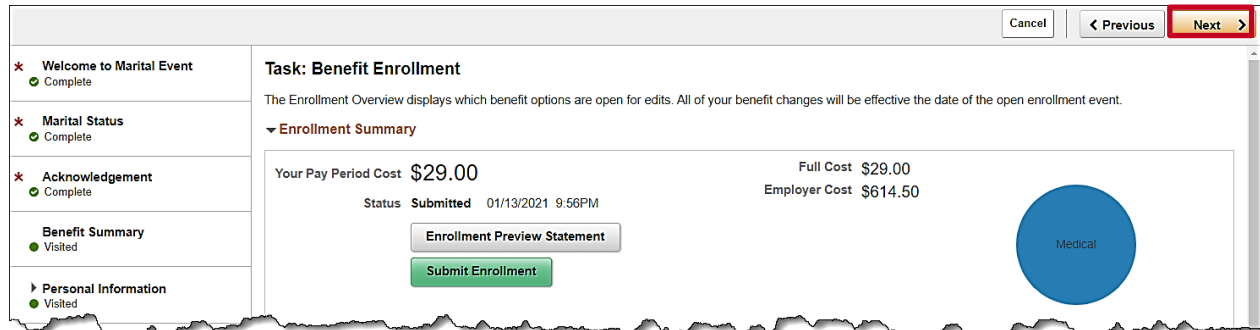
51. Click the **Submit Enrollment** button.

The **Benefits Alerts** page displays in a pop-up window.



52. Click the **Done** button.

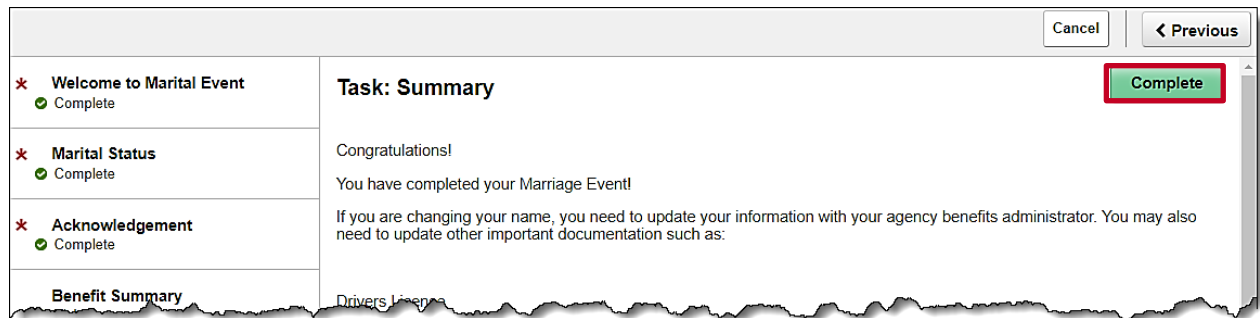
The **Benefit Enrollment** page returns.



Note: To update Flex Spending deductions, click on the **Flexible Spending Medical Tile** and update the Annual Pledge Amount. For further information on updating the benefit enrollment information, see the Job Aid titled **BN361 Enrollment Steps for an Employee**. This Job Aid is located on the Cardinal website in **Job Aids** under **Training**.

53. Click the **Next** button.

The **Summary** page displays.

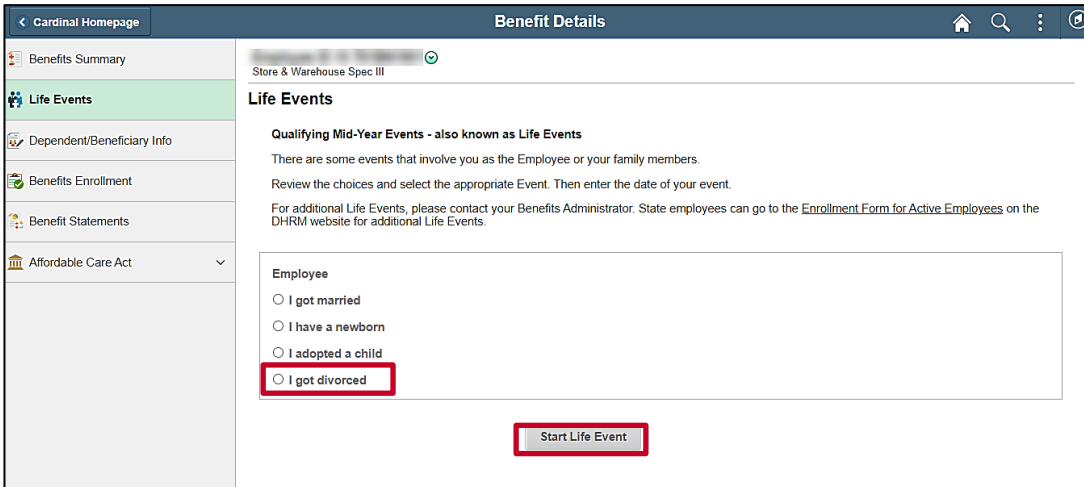


54. Review the summary information for accuracy and then click the **Complete** button.

Note: The **Marital Event** is complete, and the information has been submitted to the Benefit Administrator for further action.

Divorce Life Event

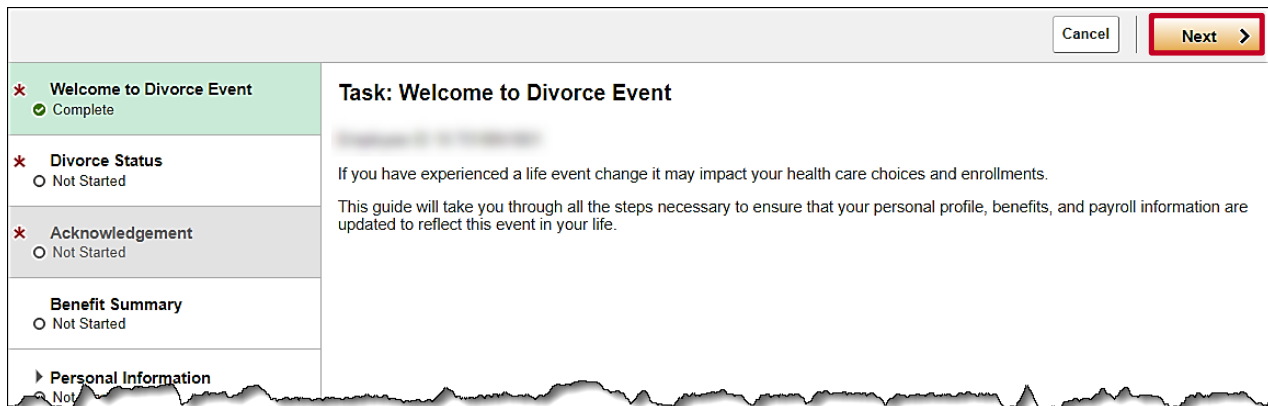
1. Navigate to the **Life Events** tab on the **Benefit Details** page, as described in the **Initiating ESS Life Events** section of this Job Aid.



The screenshot shows the 'Benefit Details' page for a user named 'Store & Warehouse Spec III'. The 'Life Events' tab is selected in the left sidebar. The main content area is titled 'Life Events' and includes instructions on how to report a life event. Under the 'Employee' section, the 'I got divorced' radio button is selected and highlighted with a red box. Below this, the 'Start Life Event' button is also highlighted with a red box.

2. Click the **I got divorced** radio button option.
3. Click the **Start Life Event** button.

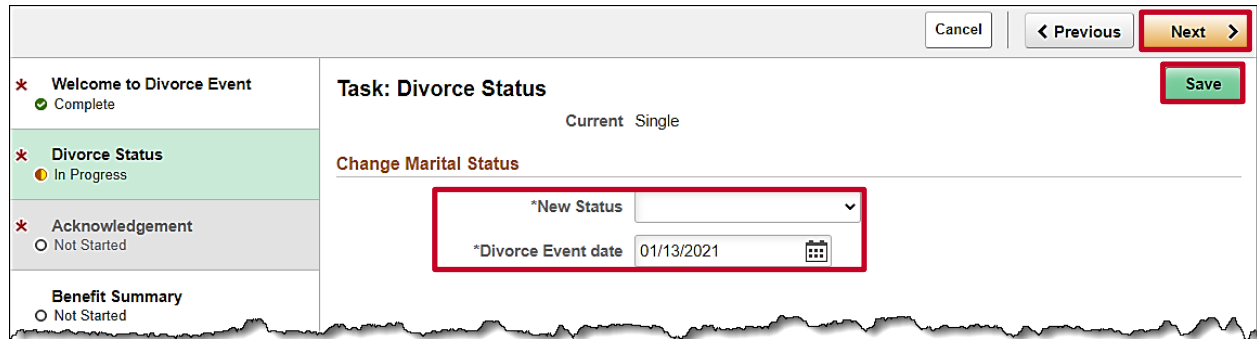
The **Divorce Event** page displays.



The screenshot shows the 'Welcome to Divorce Event' page. The left sidebar contains a list of steps: 'Welcome to Divorce Event' (Complete), 'Divorce Status' (Not Started), 'Acknowledgement' (Not Started), 'Benefit Summary' (Not Started), and 'Personal Information' (Not Started). The main content area is titled 'Task: Welcome to Divorce Event' and includes instructions on how to report a life event. The 'Next' button in the top right corner is highlighted with a red box.

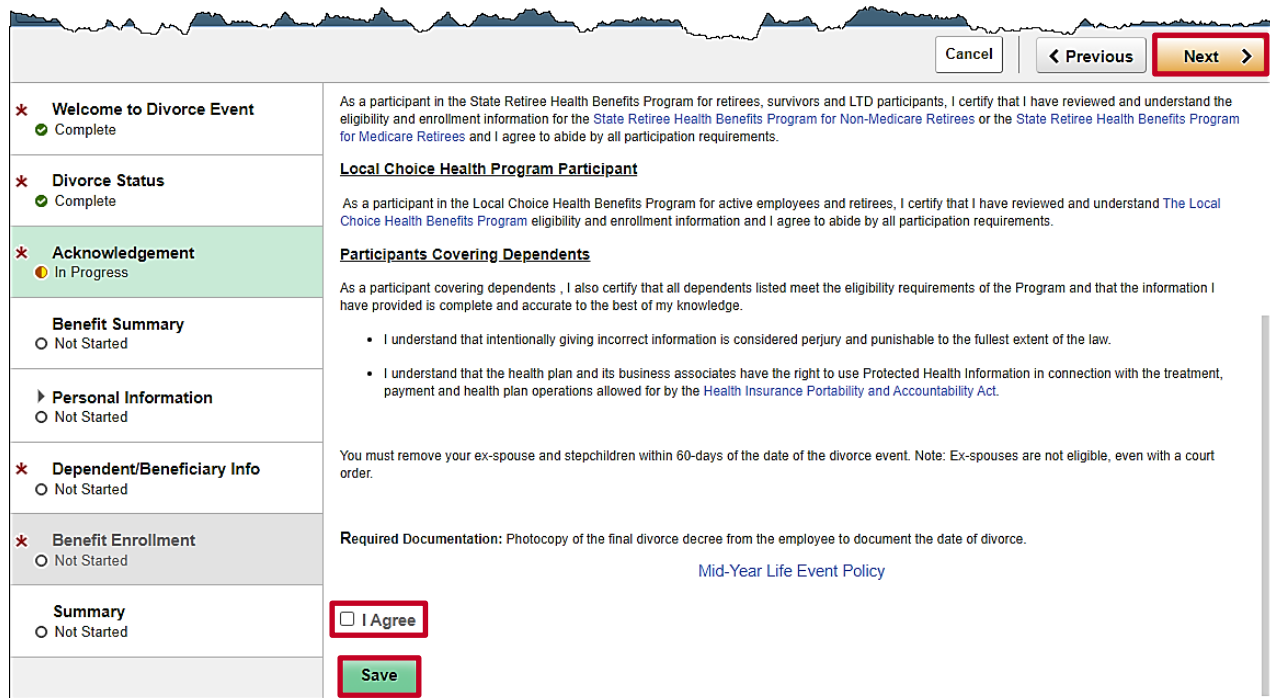
4. Read through the **Welcome to Divorce Event** information and then click the **Next** button.

The **Divorce Status** page displays.



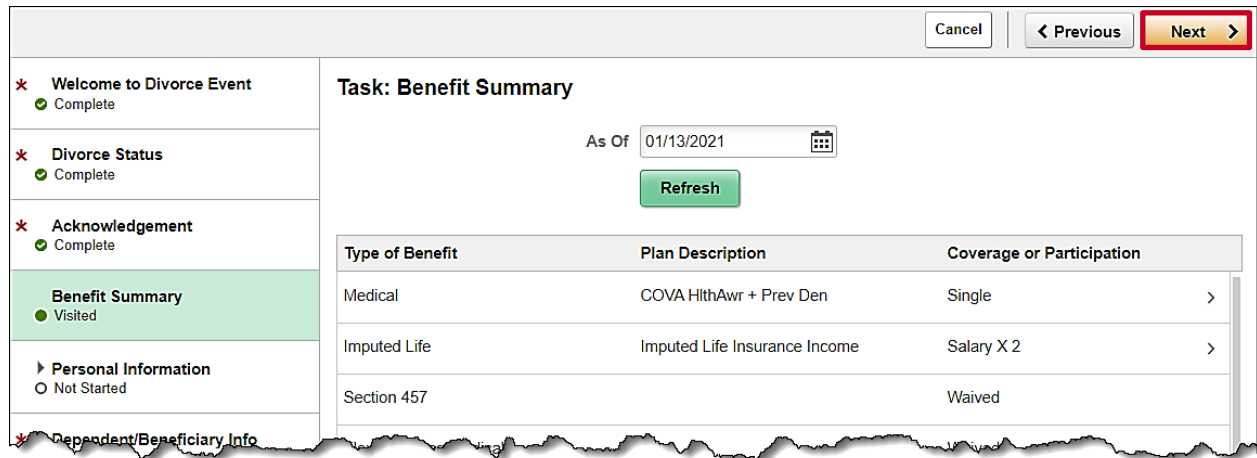
5. Select **"Divorced"** using the **New Status** field drop-down menu.
6. Enter/select the appropriate divorce date using the **Divorce Event date Calendar** icon.
7. Click the **Save** button.
8. Click the **Next** button.

The **Acknowledgement** page displays.



9. Read through the **Health Plan Acknowledgement** information and then click the **I Agree** checkbox option.
10. Click the **Save** button.
11. Click the **Next** button.

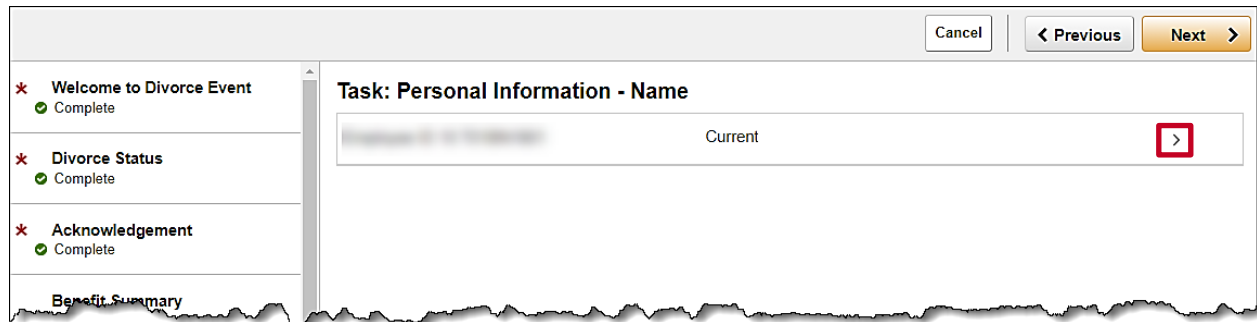
The **Benefit Summary** page displays.



Type of Benefit	Plan Description	Coverage or Participation
Medical	COVA HlthAwr + Prev Den	Single
Imputed Life	Imputed Life Insurance Income	Salary X 2
Section 457		Waived

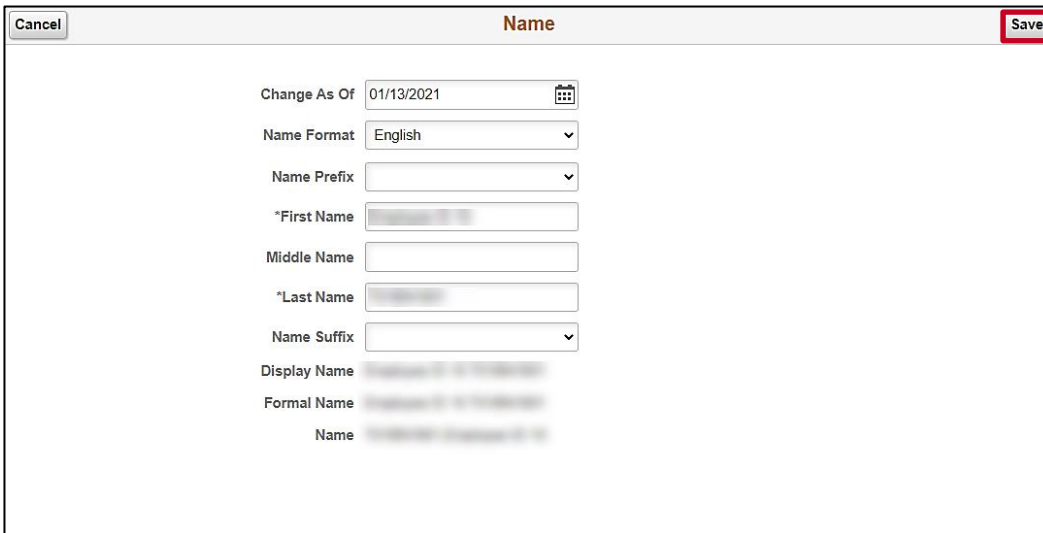
12. Review the current enrollments and then click the **Next** button.

The **Personal Information – Name** page displays.



13. Your current name displays. If the divorce resulted in a name change for you, click the **Expand** icon (➤) to the far right of the current name listing. If the divorce did not result in a name change for you, proceed to Step 16.

The **Name** page displays in a pop-up window.

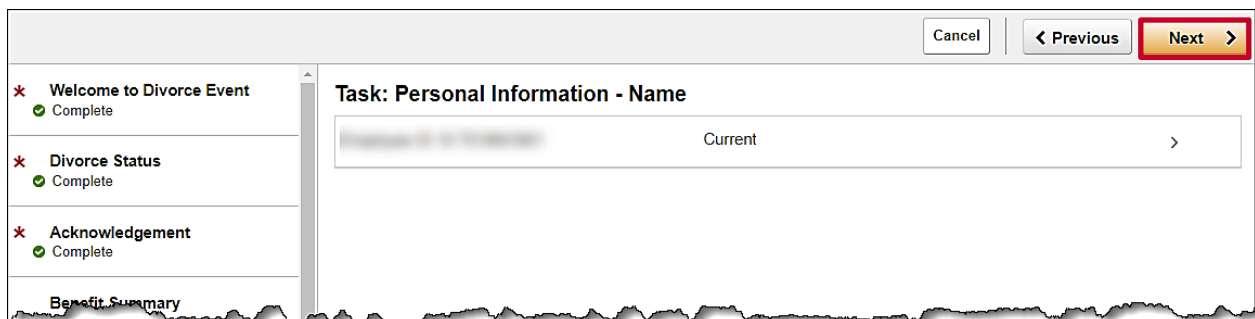


14. Enter your first and last names in the corresponding fields.

Note: Optionally, add your Prefix, Middle Name, and/or Suffix, as applicable.

15. Click the **Save** button.

The **Personal Information – Name** page returns.



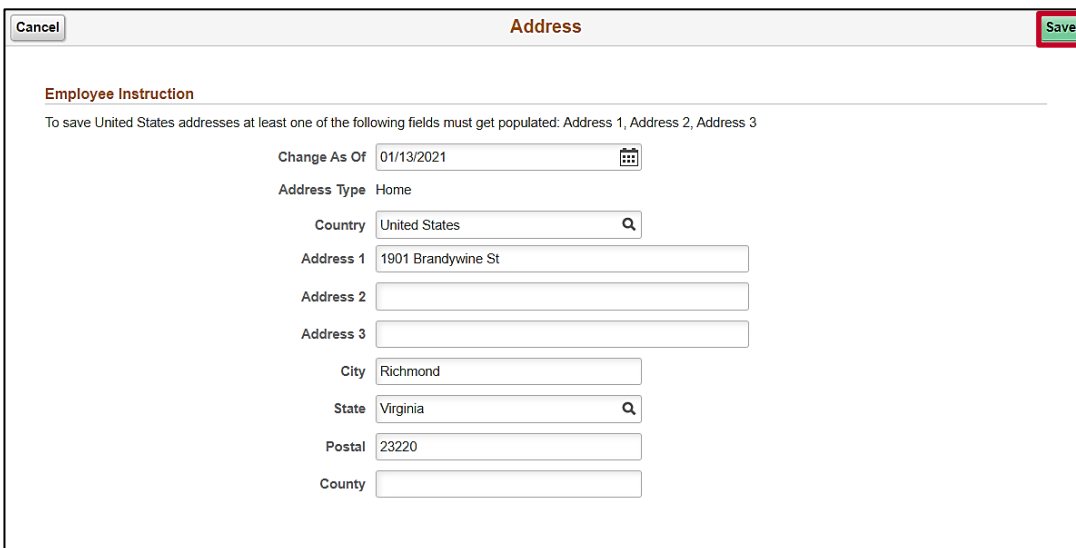
16. Click the **Next** button.

The **Personal Information – Home and mailing Address** page displays.



17. Your current home address displays. If the divorce has resulted in a personal address change, click the **Expand** icon (>) to the far right of the current home address listing. If the divorce did not result in a personal address change, proceed to Step 20.

The **Address** page displays in a pop-up window.



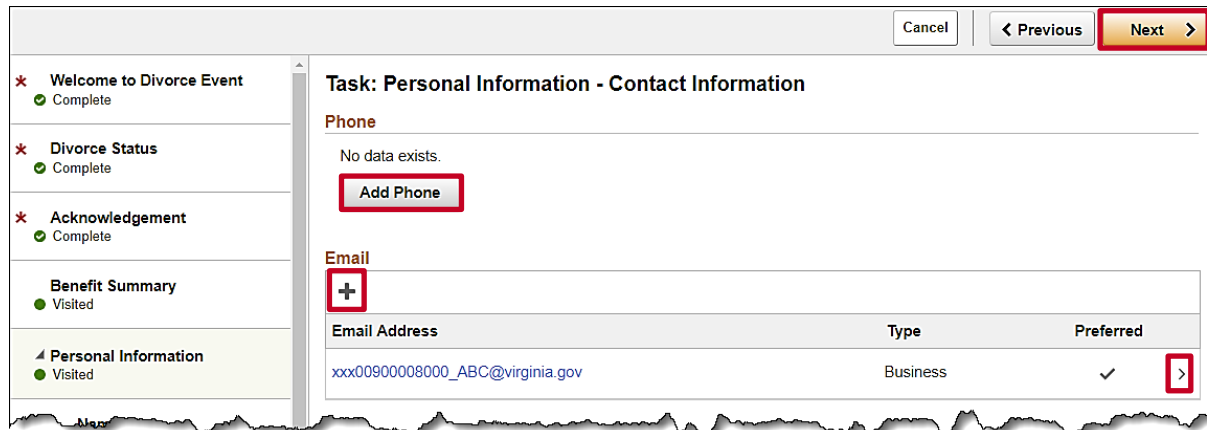
18. Update your home address information as needed using the corresponding fields.
19. Click the **Save** button.

The **Personal Information – Home and mailing Address** page returns.



20. Click the **Next** button.

The **Personal Information – Contact Information** page displays.



21. To add a phone number, click the **Add Phone** button and enter the applicable phone number information.

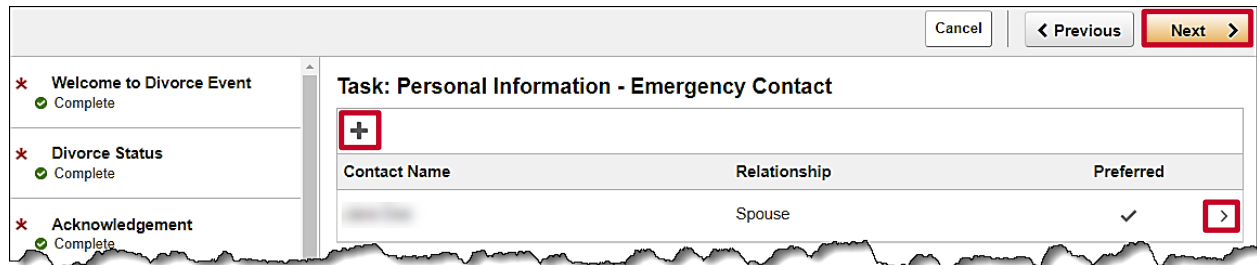
22. To update an Email address, click the **Expand** icon (>) to the far right of the Email address listing and update the Email address information.

Note: Business Email addresses cannot be updated through self-service options. Contact your Agency HR Administrator to update your business Email address.

23. To add an Email address, click the **Add Email** icon (+) under the **Email** section heading.

24. Click the **Next** button.

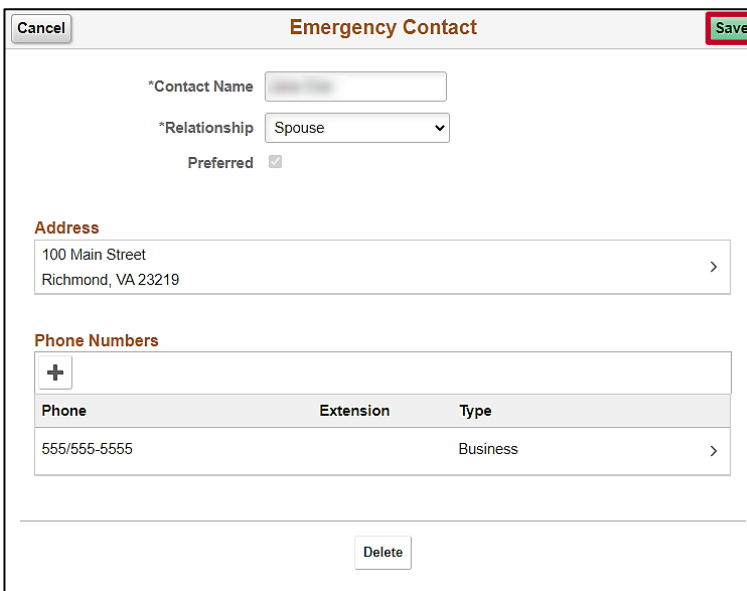
The **Personal Information – Emergency Contact** page displays.



25. Click the **Add Emergency Contact** icon (+) or **Expand** icon (>) to add an additional Emergency Contact or update an existing Emergency Contact, respectively.

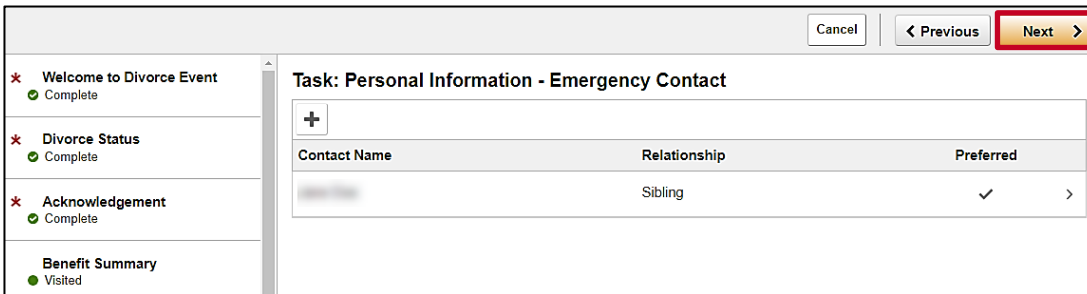
Note: If an Emergency Contact has not yet been established, click the **Add Emergency Contact** button to add your first Emergency Contact.

The **Emergency Contact** page displays in a pop-up window.



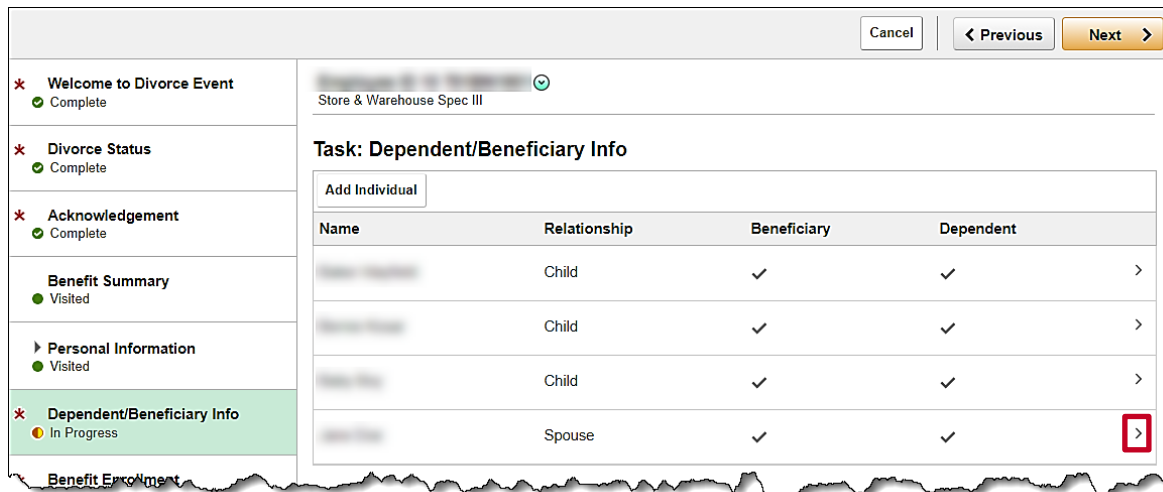
26. Update or add the applicable contact information for the emergency contact in the corresponding fields.
27. Click the **Save** button.

The **Personal Information – Emergency Contact** page returns.



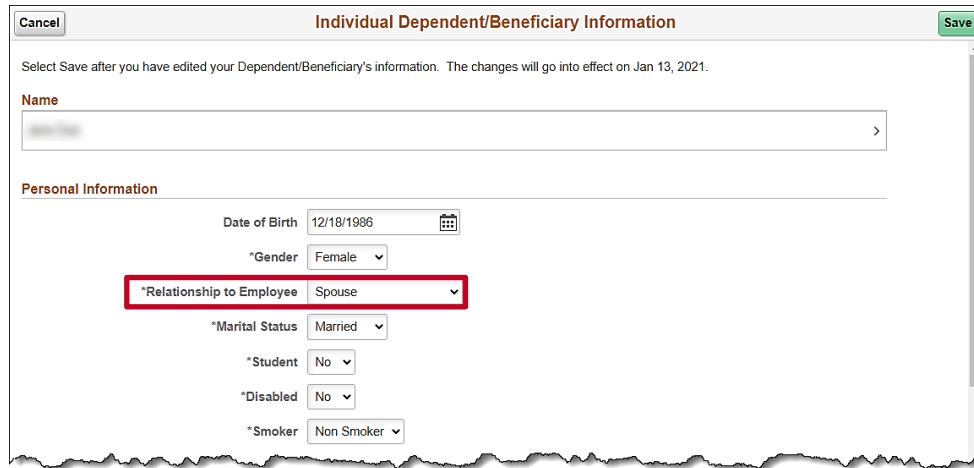
28. Click the **Next** button.

The **Dependent/Beneficiary Info** page displays.



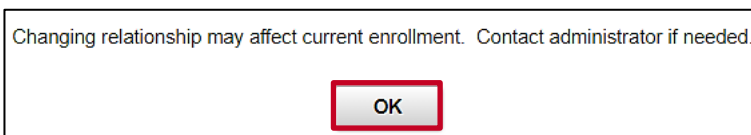
29. Click the **Expand** icon (>) to change the personal information for the spouse being removed.

The **Individual Dependent/Beneficiary Information** page displays.



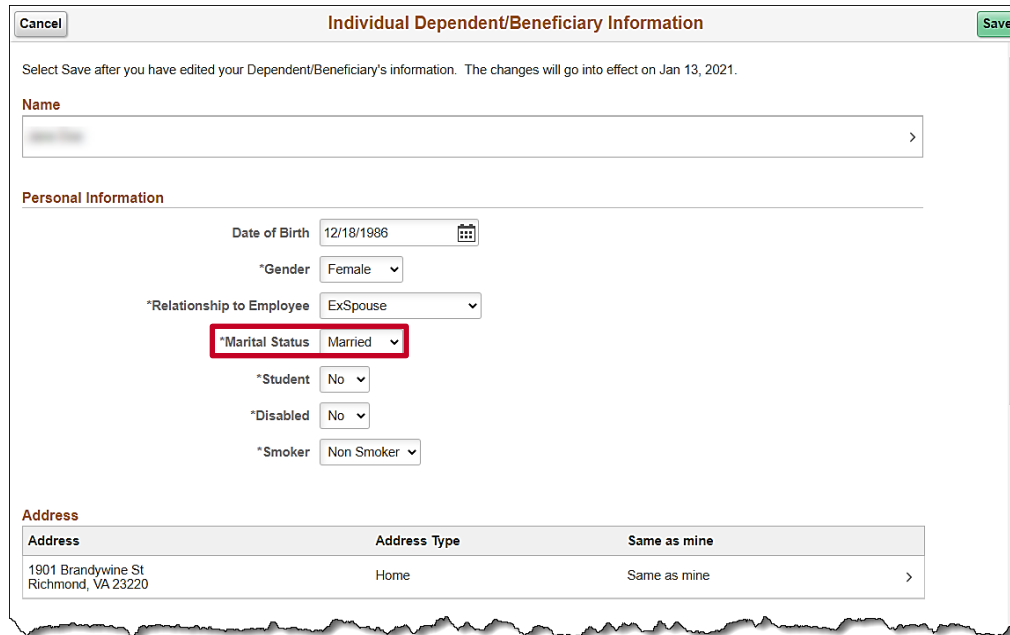
30. Update the **Relationship to Employee** field to “**ExSpouse**” using the drop-down menu.

A warning message displays in a pop-up window.



31. Click the **OK** button.

The **Individual Dependent/Beneficiary Information** page returns.



Cancel **Individual Dependent/Beneficiary Information** Save

Select Save after you have edited your Dependent/Beneficiary's information. The changes will go into effect on Jan 13, 2021.

Name

Personal Information

Date of Birth 12/18/1986

*Gender Female

*Relationship to Employee ExSpouse

*Marital Status Married

*Student No

*Disabled No

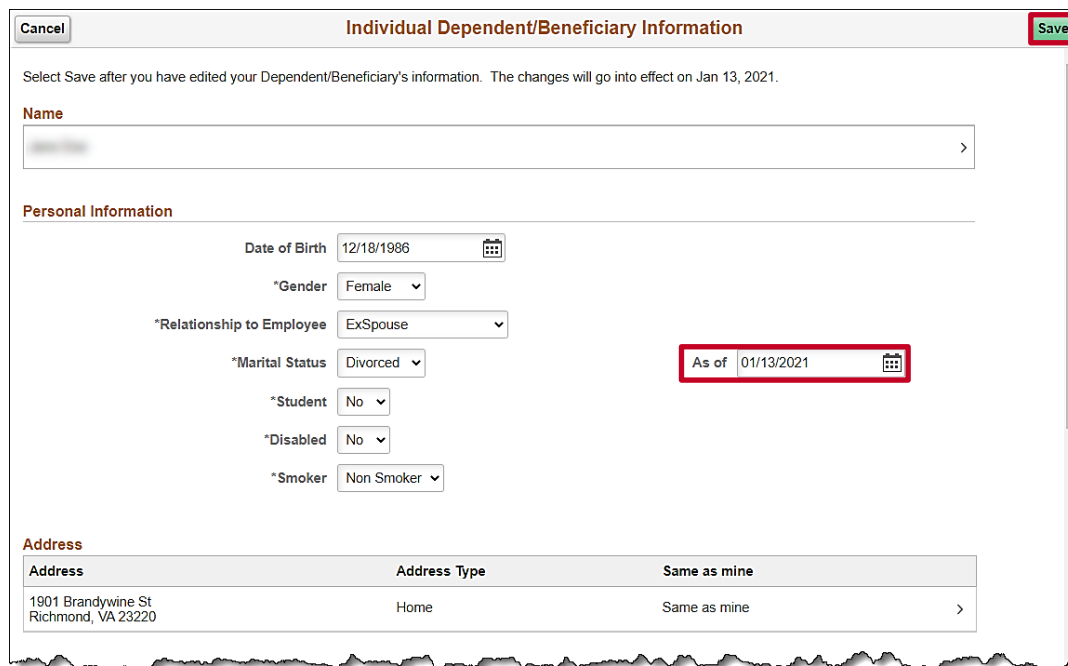
*Smoker Non Smoker

Address

Address	Address Type	Same as mine
1901 Brandywine St Richmond, VA 23220	Home	Same as mine

32. Update the **Marital Status** field to “**Divorced**” using the drop-down menu.

The **Individual Dependent/Beneficiary Information** page refreshes.



Cancel **Individual Dependent/Beneficiary Information** Save

Select Save after you have edited your Dependent/Beneficiary's information. The changes will go into effect on Jan 13, 2021.

Name

Personal Information

Date of Birth 12/18/1986

*Gender Female

*Relationship to Employee ExSpouse

*Marital Status Divorced

*Student No

*Disabled No

*Smoker Non Smoker

As of 01/13/2021

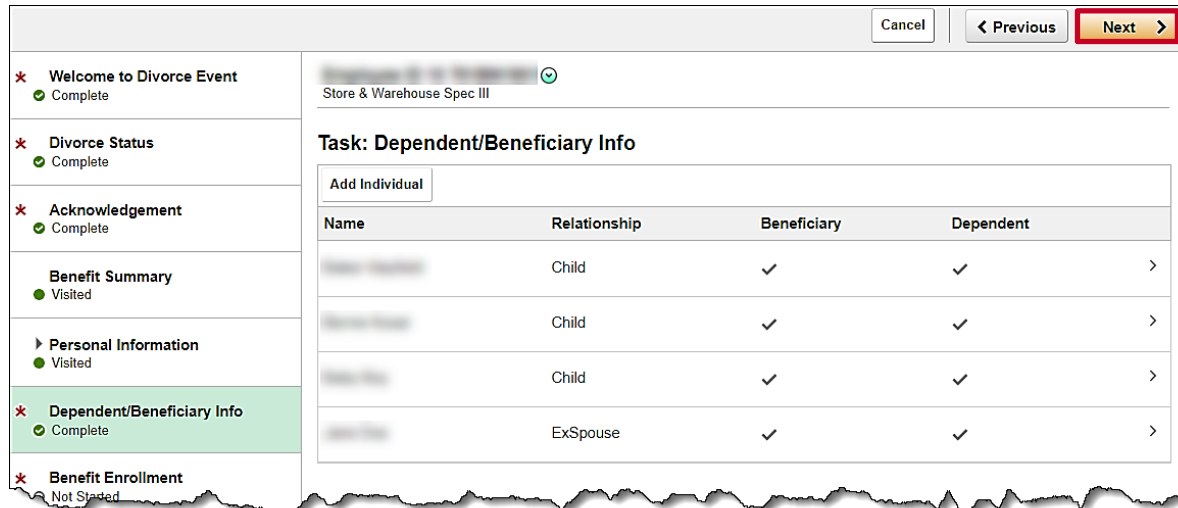
Address

Address	Address Type	Same as mine
1901 Brandywine St Richmond, VA 23220	Home	Same as mine

33. The **As of** field defaults to the system date. Enter/select the appropriate divorce date using the **As of Calendar** icon.

34. Click the **Save** button.

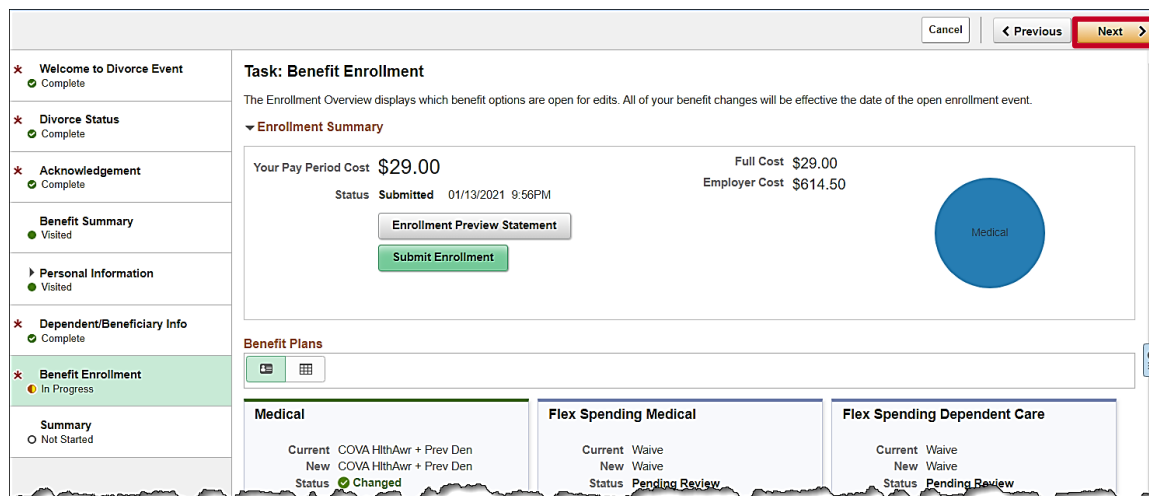
The **Dependent/Beneficiary Information** page returns.



Name	Relationship	Beneficiary	Dependent
[Redacted]	Child	✓	✓
[Redacted]	Child	✓	✓
[Redacted]	Child	✓	✓
[Redacted]	ExSpouse	✓	✓

35. Click the **Next** button.

The **Benefit Enrollment** page displays.



Task: Benefit Enrollment

The Enrollment Overview displays which benefit options are open for edits. All of your benefit changes will be effective the date of the open enrollment event.

Enrollment Summary

Your Pay Period Cost: \$29.00 Full Cost: \$29.00
 Status: Submitted 01/13/2021 9:58PM Employer Cost: \$614.50

Benefit Plans

Medical	Flex Spending Medical	Flex Spending Dependent Care
Current: COVA HlthAw + Prev Den New: COVA HlthAw + Prev Den Status: Changed	Current: Waive New: Waive Status: Pending Review	Current: Waive New: Waive Status: Pending Review

Note: If applicable, the benefit enrollments can be updated by clicking on the appropriate tile(s).

36. Click the **Next** button.



Employee Self-Service Job Aid

ESS How to Create a Life Event

The **Summary** page displays.

Cancel

< Previous

✱ Welcome to Divorce Event

✔ Complete

✱ Divorce Status

✔ Complete

✱ Acknowledgement

✔ Complete

● Benefit Summary

● Visited

▶ Personal Information

● Visited

✱ Dependent/Beneficiary Info

✔ Complete

✱ Benefit Enrollment

● In Progress

Task: Summary

You have completed your Divorce Event.

Steps

10 rows

Step	Status	Date Completed	Required	Go to Step
Welcome to Divorce Event	✔ Complete	01/13/2021	Yes	Go to Step
Divorce Status	✔ Complete	01/13/2021	Yes	Go to Step
Acknowledgement	✔ Complete	01/13/2021	Yes	Go to Step
Benefit Summary	● Visited		No	Go to Step
Name	● Visited		No	Go to Step

Complete

37. Review the summary information for accuracy and then click the **Complete** button.

Note: The **Divorce Event** is complete, and the information has been submitted to the Benefit Administrator for further action.